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Appendix A – Proposal Requirements

Family Home Day Care Program Regulation Requirements for for Family Home Day Care Agency Proposal

1. Family Home Day Care Proposal Recommendation form in the form approved by the Minister which includes the applicant's name as approved by the Registry of Joint Stock Companies, the business number assigned by the Canada Revenue Agency, the civic and mailing addresses and telephone and fax numbers;
2. A proposal for the applicant's family home day care program, including all of the following:
 - (i) a description of the proposed program and services to be provided including the child development philosophy on which the program will be based,
 - (ii) the business case for the program, including a community needs assessment,
 - (iii) a 1-year estimated operating budget of expected revenues and expenditures that demonstrates the applicant's financial viability,
 - (iv) a description of the duties and responsibilities of the applicant and all staff associated with the program, including family home consultants and care providers,
 - (v) a plan for professional development of all staff associated with the program, including family home consultants, and care providers,
 - (vi) a description of the process to be used for approving family home day care,
 - (vii) a sample of the service agreement to be used between the applicant and a care provider,
 - (viii) a description of the annual assessment process for monitoring approved family home day care under its management,
 - (ix) a statement describing how each child's records will be maintained, and
 - (x) a description of the proposed agency site for delivering the program.
3. A copy of each of the following:
 - (i) the applicant's personnel and management policy,
 - (ii) the applicant's parent handbook,
 - (iii) the applicant's behaviour guidance policy,
 - (iv) the applicant's care provider handbook;
4. A list of all staff and, if applicable, all board members, who are associated with the family home day care program, including all of the following:
 - (i) names,
 - (ii) mailing addresses,
 - (iii) position titles,
 - (iv) information relating to any required professional qualifications;

5. Proof that the proposed site complies with the regulations, orders and directions of the appropriate authority respecting fire, safety, health and sanitary requirements and any municipal by-laws;
6. The results of all required criminal record and child abuse register checks;
7. Proof of commercial general liability insurance, or a statement from an insurer of an intention to provide the insurance; and
8. Any additional information required by the Minister.

Appendix B – Regional Office Contact List

Regional Office Contact List

Eastern Region

(Serves districts/counties: Cape Breton, Richmond, Victoria and Inverness)

Address:
Suite 25, Provincial Building
360 Prince Street
Sydney, Nova Scotia
B1P 5L1

Phone: (902) 563-3302

Northern Region

(Serves districts/counties: Antigonish, Pictou, Colchester, Cumberland and Guysborough)

Address:
P. O. Box 950
60 Lorne Street
Truro, Nova Scotia
B2N 3K3

Phone: (902) 893-5950

Western Region

(Serves districts/counties: Annapolis, Digby, Hants, Kings, Lunenburg, Queens, Shelburne and Yarmouth)

Address:
Suite 105, Provincial Building
99 High Street
Bridgewater, Nova Scotia
B4V 1V8

Phone: (902) 541-1312

Kings, Hants Counties

Kings District Office (Regional Office)

Address:

10 Webster Street

Suite 202

Kentville, Nova Scotia

B4N 1H7

Phone: (902) 679-6715

Yarmouth, Digby, Annapolis Counties

Yarmouth District Office

Address:

10 Starrs Road

Yarmouth, Nova Scotia

B5A 2T1

Phone: (902) 742-0745

Central Region

(Serves districts/counties: Halifax)

DCS - Portland District Office

Address:

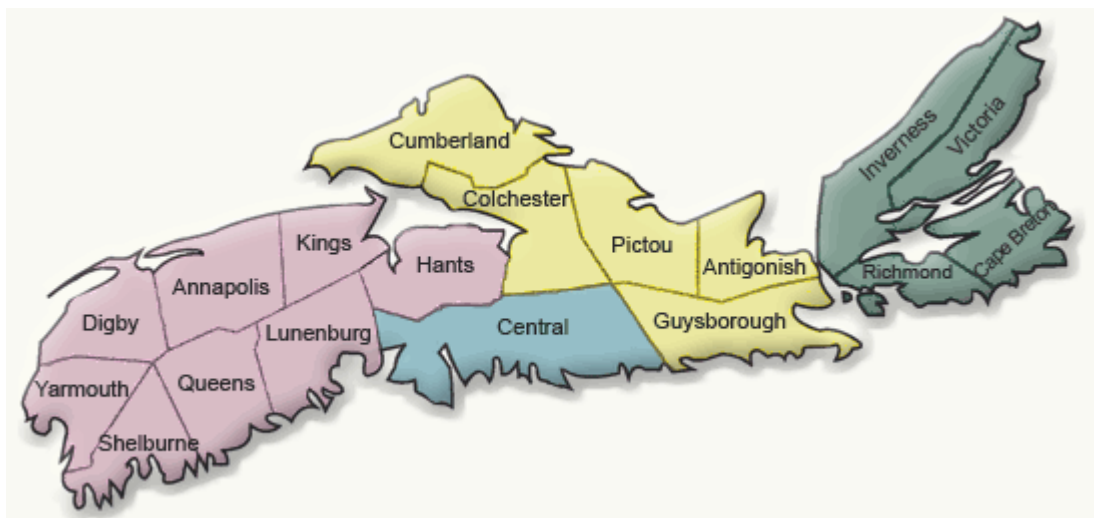
44-46 Portland Street (4th floor)

PO Box 857

Dartmouth, Nova Scotia

B2Y 3Z5

Phone: (902) 424-6679



Appendix C – Philosophy and Mission Statements

Sample Philosophy and Mission Statements

Philosophy Statements

A statement of philosophy is a statement explaining the beliefs and values of the agency relating to children’s learning and development, and the approach the agency will take in the delivery of the program.

Example:

Our family home day care agency believes that children learn through play and exploration of their environment, and are entitled to opportunities that support all areas of their development. Our agency believes in encouraging active learning, multiculturalism, inclusive, creativity, independence, and parent involvement. This is accomplished when our agency provides opportunities for positive interactions between and among children, staff, parents, the agency, and the community.

Example:

Our family home day care agency program emphasizes child-initiated learning within a culturally diverse community. Our program nurtures and supports the development of children throughout the day by providing:

- Developmentally appropriate activities
- Respect for each child’s culture and background
- A program that addresses each child’s need for fun, creativity, active play, communication skills, problem-solving and decision-making skills, cognitive growth, social interaction, rest, and nutrition
- An opportunity for family members to be actively involved in the program
- A focus on anti-bias and peace education.

Example:

Our family home day care agency’s educational program is based on sound principles of child development. Our goals are to give children a sense of self worth by helping them develop at their own individual pace while learning basic skills. We want the children to feel confident and secure enough to explore and grow in a stimulating educational and social environment.

Our family home day care agency is committed to promoting and supporting all aspects of a child’s growth in an atmosphere of respect. Your child is an individual who is an integral member of a group, and whose uniqueness is acknowledged and appreciated by that group.

Children participate in a variety of individual and group activities designed to develop language and reading readiness skills enhancing physical, social, emotional and intellectual growth, skills and attitudes which will increase their ability to succeed in school.

The daily activities are designed to provide appropriate experiences in the following early childhood development areas:

- [insert list]

Mission Statements

A mission statement is a brief orientation statement defining the purpose of the program, services, and clientele.

Example:

For Parents

Our mission: To provide the support necessary to enable parents to become effective consumers of child care through empowering information and services.

For Care Providers

Our mission: To help child care providers start and operate a successful child care business. To offer resources that will guide them in the delivery of quality services for children and families.

For the Child Care Community

Our mission: To champion excellence in child care by working hand in hand with all members of the child care community. To focus the passion in caring for children into excellence in our undertakings. Our family home day care agency is committed to providing the best child care services available.

Example:

The mission of our family home day care agency is to provide safe, affordable, supportive and high quality child care for the parents of this community

Our family home day care agency provides a developmentally appropriate program for children ages ____ to ____ years. We provide a home like environment where children are encouraged to develop at their own pace with a focus on child's abilities. Our agency staff is committed to the families we serve, providing support and encouragement.

Appendix D – Community Needs Assessment Survey

Sample Community Needs Assessment Survey

This survey is being conducted by (name of agency or day care) to gather some information on child care needs of this community.

We are considering establishing a new child care service in your community and your responses will help us get a clear picture of what is needed. These responses will be held in strict confidence and your anonymity will be maintained.

The survey will take approximately 15 minutes to complete.

GENERAL INSTRUCTIONS: Most of the questions may be answered by simply placing an "X" in the appropriate box, other questions request for written responses. Please answer all questions as accurately as possible.

1. How many children, between the age of 0 months up to and including 12 years of age, do you have? (If zero, the remaining questions are not applicable) _____
2. What are the ages of these children?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
3. How are your children cared for? (Check as many options as apply to any children 0-12)
 - a. _____ By parent at home.
 - b. _____ By a relative at home or at your relative's home
 - c. _____ By a babysitter/housekeeper, neighbour at home or their home
 - d. _____ In a regulated family day care home
 - e. _____ In a licensed child care centre
 - f. _____ Other (please specify): _____
4. When your child is sick, what child care arrangements do you make?
 - a. _____ My spouse/partner or I stay home from work
 - b. _____ My spouse/partner or I are home during the day, so it is not a problem
 - c. _____ My current care provider looks after my child
 - d. _____ I make other arrangements (please specify): _____
5. If you pay for child care services, approximately how much do you spend on child care per week? \$ _____
6. Approximately how many days a year do you miss work because of child care problems?

- a. 0
 - b. 1 to 5 days
 - c. 6 to 10 days
 - d. more than 10 days
7. Approximately how many days a year are you late for work because of child care arrangement?
- a. 0
 - b. 1 to 5 days
 - c. 6 to 10 days
 - d. more than 10 days
8. Have you ever considered quitting your job because of current child care arrangements?
- a. Yes
 - b. No
9. If you pay for child care services, do you have difficulty in finding child care programs at an affordable cost?
- a. Yes
 - b. No
10. Overall, are you satisfied with your present child care arrangements?
- a. Yes
 - b. No
11. Would you be interested in having your children cared for by a care provider in their family home? (Note the family day care home would be monitored and supported by a family home day care agency?)
- a. Yes
 - b. No
12. If finances and availability were not a problem, what type of child care arrangements would you prefer? Please rank the following choices 1-5, with 1 being your first choice and 5 being the option you prefer the least.
- Licensed full-day child care centre
 - Regulated family home day care (where up to 6 children of any age or 8 school aged children are cared for by a care provider in a family home that is monitored and supported by a family home day care agency)
 - Unlicensed care provided in my home or home of provider
 - Centre based care for occasional use
 - Part-day early childhood education program for preschool children over 3 years of age
13. What hours of the day/week do you require child care? (Check as many as are applicable on a regular basis)
- a. Monday to Friday (full days)
 - b. Monday to Friday (part days only)

- c. _____ Monday to Friday (evenings)
- d. _____ Evenings and weekends
- e. _____ Weekends only
- f. _____ Regular overnight care
- g. _____ Occasional overnight care
- h. _____ Before school, lunch hour and after school care only

SAMPLE

Appendix E – Business Case Template

Business Case Template

1. The number of family day care homes you plan to manage.
2. The age groups/types of care the potential homes will provide.
3. Describe your strategy to develop and expand this agency. (e.g. recruitment strategy etc.)
4. Describe the expected benefits for setting up this agency in your area.

5. Describe the risks for setting up this agency.
6. Needs assessment summary: a) Describe the area you wish to serve.
b) Provide the information on other agencies or day care centres already serving the area. (e.g. the number and types of centers, wait list etc.)
c) Provide the information on proximity of elementary schools, play grounds, community centres, libraries and other services in the area.

d) Provide a summary of other data you collected which demonstrates the need for your service.

SAMPLE

Appendix F – Early Childhood Education Program Design

Early Childhood Education Program Design

The primary goal of an early learning program is to provide children with opportunities to construct knowledge and understanding of the world around them through a variety of meaningful learning experiences. Curriculum is to be child-centered and play-based, reflecting the children's interests, competencies and cultural backgrounds. In order to do this, the agency must ensure that programs are developed and delivered with the assistance of qualified staff who respect children and their families.

Educators must be prepared to support children's learning and allow them to experiment with a variety of materials and to learn about themselves and others through hands-on and intellectually engaging activities. Accordingly, agencies must ensure that learning environments are designed to do this. For example, the learning environment is to offer ample space to set up areas for learning to take place.

An important element in any program is the structure within which such important experiences take place. In a family home day care setting, much of the daily experience will be in the home of the care provider. Some opportunities for external interaction, such as play groups organized by the agency, will also be part of the program. Young children and their parents appreciate the consistency of a daily schedule that is followed and when necessary, where significant changes are documented.

Parents and children also appreciate clear communication strategies. For parents, a good Parent Handbook (see Step 19) is integral, however, parents also need to know the best way to communicate with educators on a day-to-day basis. The agency's approach to parent communication is to be clearly spelled out in the proposal. For example, it might involve the implementation of a communication book or a daily journal. Children also need very clear guidance on expectations (see Step 19). In terms of behaviour and social interactions, the adults responsible for the programming must consistently model human justice principles such as fairness, empathy, honesty and respect.

Some questions to consider when designing a program are:

1. How will the agency space allocated for play groups be designed and organized?
2. What is the best way to have children from various family day care homes interact?
3. How frequently will you hold play groups?

4. Is geography a factor?
5. What will the day be like for the children?
6. What will be the role of parents?
7. How will we create a sense of community and shared vision for the program among educators, parents, children and community members?

SAMPLE

Appendix G – Operating Budget

A budget template with the instructions is available at:

<http://gov.ns.ca/coms/families/provider/FamilyHomeDayCare.html> or from the Regional Office.

The budget will not be accepted if not presented in the provided format.

Appendix H – Duties and Responsibilities

Duties and Responsibilities of Agencies, Family Home Consultants and Care Providers

A. Duties and Responsibilities of Agencies

Agencies must ensure that they comply with the Day Care Act and Regulations and Standards. at all times. Some of the duties and responsibilities of agencies are set out in the Day Care Regulations and are key sources of information regarding duties and responsibilities of agencies.

For detailed list of duties and responsibilities that are required by the Regulations refer to Licensing Services Family Home Day Care Annual Licensing Checklist located in Appendix L

Agency's duties

14 An agency must do all of the following:

(a) recruit and approve care providers and family day care homes to establish and operate a family home day care program;

(b) approve, manage and monitor the care providers and family day care homes under its management in accordance with all of the following:

(i) the Act and its regulations,

(ii) the funding agreement between the agency and the Minister, if applicable,

(iii) the service agreements between each care provider and the agency,

(iv) standards established by the Minister;

(c) hire a family home consultant to provide services and support to care providers and family day care homes under its management, including all of the following:

(i) assisting parents and care providers in matching requirements with services,

(ii) providing administrative support and record-keeping,

- (iii) organizing parent committee meetings,
 - (iv) providing a lending library,
 - (v) providing regular play groups,
 - (vi) coordinating the delivery of professional development courses for agency staff associated with the family home day care program and for care providers,
 - (vii) providing or organizing transportation for care providers and children enrolled in its family home day care program to attend agency functions;
- (d) ensure that care providers and family day care homes meet the requirements for approval in subsection 15(1);
- (e) ensure that agency staff who provide care to children under its family home day care program have current first aid and infant CPR training from a recognized program approved by the Director;
- (f) annually assess care providers and family day care homes under its management;
- (g) operate in accordance with the proposal for the agency that was approved before the agency's license was issued.

Appendix I – Developing Professional Development Plans

Guidelines for Developing Professional Development Plans

A. Planning Professional Development

A professional development plan is to focus on the areas of knowledge that a person needs in order to excel in a given position. The plan can be designed in a progressive manner, with certain training only being taken after other basic skills or prerequisites have been completed. The plan should articulate what steps the agency will take to promote professional development opportunities. As the plan is being developed, the agency is to ensure that care providers and family home consultants receive the training necessary to enable them to reflect the ethnic, cultural, special needs, and socioeconomic makeup of the area in the program. As well, geography (e.g. is the agency serving a rural, urban or suburban population) should be considered to ensure that any regional diversity is also understood. The program should also ensure that staff and care providers develop skills to ensure that the child care environment is inclusive.

A family home day care professional development plan is to include the following information:

1. A description of each position involved in the delivery of the family home day care program (e.g. care provider, family home consultant), which sets out the minimum required skills to be hired for the position. The regulations set the minimum standards of age, education and experience required to become a family home consultant or care provider. The agency may add requirements or set more stringent standards if it so wishes. The standards for each position are to be spelled out separately.
2. A description of the steps the agency will take to ensure that all staff and care providers meet the minimum qualifications and obtain any additional training and skills required by the regulations. For example:
 - Care providers must complete the family home day care training within one year of their home being approved. Where will this training be taken? How will the agency ensure that this training is completed? What support will the agency give to the care provider to complete this training?
 - Care providers and family home consultants must have first aid and CPR training. How will the agency ensure that this training is completed? What steps will be taken to keep this training up to date?
 - Etc.
3. A description of additional skills and training that are recommended for each position and the steps the agency will take to ensure that agency staff and care providers have opportunities to develop them. This is to include skills, training and experience that would assist the agency in the delivery of its program, enable staff to provide better service and help staff develop and grow in their positions. For example:

Appendix I – Developing Professional Development Plans

- It may be considered beneficial for a family home consultant to have training and experience in adult education, conflict resolution, and communication.
 - Food handler training through the Department of Agriculture or a community college may be beneficial to both family home consultants and care providers.
 - Nutrition training and meal planning may be helpful.
 - Etc.
4. A requirement that care providers and family home consultants attend a set number of learning/training/development events which will expand their understanding of their roles in the deliver of family home day care. These events may be in-servicing sessions held by the agency, workshops available in the community or elsewhere, conferences and any other events that will increase the family home consultant's awareness of best practices in the field.
 5. A process for informing family home consultants and care providers of up-coming workshops, conferences, seminars etc. related to providing child care.
 6. A method for maintaining and making readily available current resources for the information of family home consultants and care providers so that they can focus on their own learning goals and self-development.
 7. A description of other activities organized, sponsored or supported by the agency that will give:
 - Family home consultants a regular opportunity to meet with each others working in similar positions around the province to discuss issues relevant to family child care
 - Care providers an opportunity to interact with other care providers to share experiences and learn from one another.
 8. A description of the means by which the agency will encourage staff and care providers to take personal responsibility for their own learning goals and professional development. This may be through a one-on-one process with each to have them identify learning objectives and desired career goals.

For the care provider, this could be done in collaboration with the family home consultant. Such a discussion should be driven by the care provider's interests and be delivered in the style with which assists the care provider in learning. The care provider is the best person to establish this. If the level of information is at too low a level, the care provider may feel resentful. If it is at too high a level, the care provider may tune out and be unable to make good use of the opportunity. The family home consultant is to maintain a file for each care provider and record the information the care provider requests and how that need has been met.

B. Developing an Individual Learning Plan

As the agency becomes more established, the professional development plan should include a requirement for each individual staff person to take responsibility for their own professional

Appendix I – Developing Professional Development Plans

development and growth. This can be done by asking staff and care providers to establish learning objectives or career goals. Staff are to develop their own learning objectives and is to describe how they intend to achieve them (It is recommended that staff use this example : **I will...** [research, study, learn, apply, etc.] **So that...** [describe what you want to see happening differently with the delivery of child care services]).

Below are some questions to be answered by staff and care providers when preparing an individual learning plan:

- What are your learning objectives for the next year? Next three years?
- What is your overall learning goal(s)?
- Can you explain how your learning goal(s) connects to your current situation?
- What impact do you expect these learning goals to have on the child care services you deliver?
- How do you intend to achieve these learning goals? (E.g. What specific courses or workshops will you attend? What books or online sites will you be reading? Etc)
- Does the plan include collaboration with others?
- How will you assess the effect of your growth on the child care services you deliver?
- How will you assess your overall professional growth?
- At the end of the year, reflect on how you grew professionally throughout the year in the standards identified in your plan?

The agency is to assess whether their professional development plan is effective. What methods will the agency use to assess the effect that the professional growth of staff has on the child care services delivered?

A good development plan will set out learning objectives, activities for achieving these objectives, time lines for completion, and sources of collaboration

C. Delivering Professional Development

Professional development or training may occur in different ways to accommodate different learning styles of each individual. These include but are not limited to:

- **Workshops:** Workshops bring together a number of similarly skilled or qualified individuals for the purpose of teaching them a particular skill or exposing them to particular information. Depending on the topic of the workshop it may be appropriate to bring together all of the agency staff and care providers (e.g. first aid training), while at other times workshops should be specifically for care providers (e.g. early childhood education topics), or there may be external workshops that one or two staff or care providers attend individually. Workshops should be offered at times when care providers and/or family home consultants can reasonably be expected to attend. They may be delivered by the agency staff or by invited guests of the agency, or the agency may enroll staff and care providers in workshops delivered by other organizations (e.g. community college). The topics should be determined by the learners as far as possible. Care providers and family home consultants should be encouraged to suggest persons who may be available to deliver them. This would include the family home consultants or care providers themselves, as they often have information that would be useful to the others.

- **Modeling:** The family home consultant is to spend time in the care provider's home and provide "hands-on" demonstrations on how particular activities or actions may be taken place in the home or with the children. For example: some simple bookkeeping techniques for a care provider who finds this difficult or how rhythm activities can be provided for the children in the home. Family home consultants can also benefit from modeling through interactions between agencies. An agency may wish to have a newly hired family home consultant work with a family home consultant in another agency in order to develop appropriate skills.
- **Reading materials and videos:** The family home consultant shall identify and make available articles, journals and videos of interest to family home consultant or the care provider. The care provider and family home consultant shall then wish to discuss them with each other and other care providers, which could lead to the development of a workshop, or further reading and research.
- **Opportunities to share information:** Care providers and family home consultants have a wealth of information they have gathered over the years and may wish to share with the others. A session could be planned that would allow for such information to be shared among care providers and family home consultants in an informal social setting. To ensure that these informal information sharing sessions are helping care providers and family home consultants achieve their learning objectives, it may be helpful to set a topic for discussion. For example, "Winter is approaching. What was your children's favourite outdoor activity last year?"
- **Professional conferences:** Attendance at a one or two day conference on a relevant topic shall be of interest to family home consultants as part of their development plan. The conference may be one developed and delivered by the Department of Community Services for the specific purpose of providing knowledge and information to the day care sector, or it may be a conference organized by another group or institution on a topic of relevance.

Appendix J – Approval Process for a Family Day Care Home

Guidelines for the Development of an Approval Process for a Family Day Care Home

The agency's process for approving a family day care home must ensure that all of the requirements set out in the regulations are met by the care provider. Section 15 and 16 of the Day Care Regulations state:

- **Requirements**

Agency may approve care provider and family day care home

15 (1) An agency may approve a person who is at least 18 years old as a care provider and the person's home as a family day care home if the agency

- (a) the agency has completed a criminal record check for each person in the home who would be required by Section 43 to have a criminal record check completed once the person and home are approved, and the results of the criminal record checks are satisfactory to the agency;
- (b) the agency has completed a child abuse register check for each person in the home who would be required by Section 43 to have a child abuse register check completed once the person and home are approved, and the results of the child abuse record checks are satisfactory to the agency;
- (c) the person has adequate commercial general liability insurance or its equivalent;
- (d) the person has personal qualities that promote positive healthy development in children;
- (e) the person is capable of providing the agency's family home day care program;
- (f) the person has signed a service agreement with the agency;
- (g) the person and the person's home meet and will continue to meet the requirements of all of the following:
 - (i) the Act and its regulations,
 - (ii) the service agreement made between the person and the agency,
 - (iii) standards established by the Minister.

Appendix J – Approval Process for a Family Day Care Home

- (2) On approving a care provider and a family day care home, an agency must submit any information required by the Minister to the Department.

Agency may cancel approval

16 An agency may cancel an approval of a care provider and family day care home if the care provider or family day care home does not meet or continue to meet any requirement of subsection 15(1).

An Approval process is to also describe the following:

- **Recruitment** - How will potential care providers be identified and recruited?
- **Initial Contact** - What will take place at the initial contact with care providers to provide them with information on the family home day care program? What opportunity will there be for potential care providers to ask questions and review program documentation?
- **Information gathering** - What steps are involved in gathering the information needed to approve the home? What information must the care provider prepare and submit to the agency? E.g.
 - The full name and age of the care provider
 - The names and ages of any other people living in the home
 - The location of the home
 - The number and ages of any children of the care provider that will be cared for by the care provider
 - The number of other children to be provided with care
 - The age range of the children
 - Documentation required by the regulations

Has the agency developed any forms that must be completed as part of the approval process (e.g. a request for approval form - sample form set out below)?

- **Interview** - The regulations require the agency to be satisfied that the potential care provider has personal qualities that promote positive healthy development in children and will provide a program that is developmentally appropriate to the children in their care. In addition to checking references, an interview with the care provider would provide insights into these issues. The agency may wish to develop a standard set of questions which probe into these areas and assess the care provider's knowledge of proper early childhood programming and nutrition, as well as their attitudes towards behaviour management and child development.
- **Home visits** - The agency needs to determine the number and purpose of home visits by the family home consultant as part of the approval process. For example, one or more home visits are to be completed by the family home consultant to allow the family consultant to:
 - become familiar with the home and outdoor play space to understand how the care provider will care for the children, both in and outside the home;

Appendix J – Approval Process for a Family Day Care Home

- discuss with the applicant how the home will be organized;
 - discuss how the outdoor space will be used given the ages/routines of the children,(e.g., if infants are to be provided with care, will the needs of the infants and the needs of the other children for outdoor play be accommodated);
 - establish how many children of what ages can be accommodated;
 - see the care provider in their home environment, interacting with their own children, if any.
-
- **Reference checking** - Care providers are to be asked to provide several references which support their suitability as care providers. A standard reference questionnaire could be developed to ensure that the required information is gathered when references are contacted.
 - **Proof of Insurance** - To complete the approval process, the agency is to determine how the regulation requiring insurance will be met by the care provider. Will it be sufficient for the care provider to show the agency a letter of intent to insure from an insurance company? Will the agency require the care provider to give proof of insurance (a copy of the policy) once the care provider is approved?
 - **Recommendation of approval to the agency** - What process must the family home consultant follow when they wish to recommend approval of a care provider and family day care home to the agency? What documentation must the family home consultant prepare to inform the agency, that the home is being approved?
 - **Notification of the Department** - What information will be provided to the Director of Early Childhood Development Services pursuant to subsection 15 (2) of the regulations?
 - **Notification to care provider of approval** - How will the agency advise the care provider and let the department know that the home has been approved?

Agency Letterhead

REQUEST FOR APPROVAL OF FAMILY DAY CARE HOME

Name of Care Provider: _____

Mailing address: _____

_____ Postal Code _____

Civic address of family home (if different from above) _____

Telephone Number: _____ Cell Number: _____

E-Mail: _____ Fax Number (optional): _____

Proposed Service Time	From	To
Hours of Care (a.m./p.m.)*		
Days per Week (circle days that care will be provided)	Mon. Tues. Wed. Thurs. Fri. Sat. Sun.	
List the months child care to be provided		

Names and dates of birth of care provider's own children age 0-12 years who may be on site when child care is being provided:

Name	DOB(dd/mm/yyyy)

Names and ages of any other child or person who normally resides in the family home or who may be in the home or on the premises when child care is provided:

Name	DOB(dd/mm/yyyy)

--	--

Are you presently caring for children (besides your own)? Yes No

If yes, how many other children do you care for? _____

What are the ages of the children you care for? _____

How many children would you like to care for? (regulations permit you to care for a maximum of 6 children of mixed ages, or a maximum of 8 school aged children) _____

Infants (0-17 months) Yes No Toddlers (18 -35 months) Yes No

Preschoolers (3 years to starting school) Yes No School age (up to 12) Yes No

Language(s) spoken at home:

Number of rooms available to the children (exclusive of bathrooms): _____

Describe the outdoor play area (fencing, size) at the family home or a park close by that can be easily accessed from the family home: _____

Describe any previous child care experience: (e.g. working in licensed centre, providing care at home)

What level of education have you completed? _____

If you have completed more than high school, describe additional education/training and professional development:

Describe any child care related training you have received: _____

Where did you take the child care training? _____
When did you take the child care training? _____

What are your reasons for wanting to become an approved family home day care provider?

Do you have valid driver's license and a car at your disposal during the day? Yes No
Do you plan to use the car to transport the children on a regular basis? Yes No

Do you have any pets? Yes No
If yes, what types and how many of each do you have? _____

Are they vaccinated? Yes No

Have you discussed the possibility of children coming into your home with your own family?
 Yes No

Have you spoken to the local town or municipality regarding zoning issues? Yes No

REFERENCES (Two persons who are acquainted with you and your family who can be contacted by the agency.)

Name	Address	Phone Number

- **Note:** Before you can be approved as a care provider with our agency you will be required to be interviewed and have your home inspected by the agency.

Signature of care provider: _____ Date _____

SAMPLE

Appendix K – Service Agreement between Agency and Care Provider

Sample Service Agreement between Agency and Care Provider

BETWEEN:

[INSERT NAME OF AGENCY], of *[insert mailing address of agency]* _____, Nova Scotia
(hereinafter referred to as “the agency”)

OF THE FIRST PART

- and -

[INSERT NAME OF CARE PROVIDER], of *[insert mailing address of care provider]* _____, Nova Scotia (hereinafter referred to as “the care provider”)

OF THE SECOND PART

WHEREAS the agency is licensed by the Minister of the Department of Community Services to deliver a family home day care program;

AND WHEREAS the care provider and their home have been approved by the agency to provide approved family home day care;

AND WHEREAS the parties wish to describe the agreement between them for delivering approved family home day care to children, and for managing, supporting, and monitoring care providers and family day care homes;

Therefore, in consideration of the covenants and agreements contained in this Agreement, the parties agree as follows:

DEFINITIONS

1. In this agreement:

- (a) "agency" means a person licensed to manage a family home day care program;

Appendix K – Service Agreement between Agency and Care Provider

- (b) “care provider” means a person who is approved by an agency to provide a family home day care program in the person’s home;
- (c) “Department” means the Department of Community Services, its servants, employees, and agents;
- (d) “Director” means the departmental Director appointed pursuant to the *Day Care Act* R.S.N.S., 1989, c.120
- (e) “family home day care program” means the agency’s family home day care program licensed by the Minister and operated in accordance with the legislation and regulations;
- (f) “subsidy program” means the Department’s Child Care Subsidy Program.

SERVICES

2. The care provider agrees to:

- (a) provide the services and fulfill the responsibilities described in Schedule “A”, attached to this Agreement;
- (b) comply with provincial laws, and with any standards or guidelines required by the Minister, which are applicable to the services provided under this Agreement;
- (c) participate fully in evaluations, established by the agency for the services referred to in this paragraph, to provide any information requested by the agency in respect of these evaluations, and to be available to participate in the evaluation process at mutually agreeable times;
- (d) participate fully in the professional development opportunities provided by the agency, and in particular agrees to attend professional development activities coordinated by the agency;
- (e) contract directly with parents and guardians of children attending their approved family home day care for payment of child care fees, subject to paragraph 3(b) below.

3. The agency agrees to:

- (a) provide management and support services to the care provider for the purpose of delivery of the family home day care services referred to in paragraph 2, as described in Schedule “B”, attached to this Agreement;
- (b) transfer subsidy program child care fees, received from the Department for children attending the care provider’s approved family home day care, to the care provider.

4. The agency's obligation to provide services to the care provider under this Agreement is subject to funding for the agency being available from the Province in any given fiscal year.

TERM

5. This Agreement shall be in effect upon signing and shall be reviewed annually.
6. The parties may renew this Agreement by signing a new service agreement or by means of a written communication signed by the parties agreeing to the extension of the Agreement. Where the parties have not entered into a new agreement but have expressed a written intention to do so, this Agreement shall remain in effect until such action occurs, in which case such changes in points of detail such as dates and with amounts prorated as necessary for the Agreement to make sense in relation to its continued application under this paragraph may be made, or until a party provides notification of an intent to terminate the Agreement under paragraphs 12 through 14.

INSURANCE

7. The care provider shall maintain and pay for insurance relating to its performance of services in paragraph 2, as specified in Schedule "C" attached to this Agreement.
8. The care provider shall deliver a copy of the insurance policy or other document evidencing insurance coverage to the agency not later than 7 days after the effective date of this Agreement. They agree to do the same with amended policies of insurance and endorsements, extensions, renewals of the policy of insurance.

CONFIDENTIALITY

9. All information, data, documents and materials acquired by or to which access has been given to the care provider by the agency in the course of the performance of this Agreement shall be treated as confidential during as well as after the term of this Agreement.
10. Confidentiality agreements in place between the care provider and their clients will be respected by the agency and in the event that the agency asks to review client files, the care provider may remove any identifying information prior to the agency reviewing these files.
11. The care provider and the agency agree to comply with any applicable provincial or federal laws governing the compiling, recording, sharing of information.

TERMINATION

12. Either the agency or the care provider may terminate this Agreement at any time without cause or liability upon providing 60 days notice in writing to the other party.
13. This Agreement may be terminated by the agency providing 15 days of notice in writing to the care provider
 - (a) upon breach of a term of this Agreement, or
 - (b) if the agency, in its sole discretion, determines that the health, safety or well being of the children may be compromised by the actions or inactions of the care provider.
14. Where the Agreement is terminated or expires, the care provider shall:
 - (a) upon request by the agency, turn over to the agency any property owned by the agency; and
 - (b) immediately provide written notification to the parents of children enrolled in the family day care home that the agency is in no longer managing the care provider's family day care home.

RECORDS

15. In order for the agency to support and monitor the services performed by the care provider, the care provider agrees to permit the agency full access to their family day care home and to the records of children at their approved family home day care during the term of the Agreement.
16. In order for the agency to evaluate the effectiveness of the family home day care program and this Agreement, the care provider agrees to provide to the agency, as requested and identified, the documents and information that the agency determines to be necessary to assist them in doing so, during and after the term of this Agreement.

INDEMNIFICATION

17. The care provider agrees they are solely responsible for the services and responsibilities set out in paragraph 2 and schedule "A", and that if any kind of claim or legal action is brought against the agency in respect of the approved family home day care provided by the care provider, the care provider will protect the agency from the claim or legal action, whether or not it is brought before or after this Agreement ends, and the care provider agrees to pay all costs related to the claim or legal action, but the care provider shall not have to do so if the agency negligently caused the damage that gave rise to it.

NOTICES

18. Any notice or other communication to the agency with respect to this Agreement shall be in writing.
19. All notices under this Agreement shall be deemed to be given,
 - (a) upon delivery if delivered by hand;
 - (b) three days after posting if sent by registered mail, receipt requested;
 - (c) to a party at the address set out in this paragraph; or
 - (d) to such other address as designated by a party by notice in accordance with this Agreement.

Nothing in this paragraph shall prevent notice from being given by any other means.

The agency

The care provider

[name]
[address]

[insert details]

SCHEDULES

20. The parties agree that the Schedules attached hereto form an essential part of this Agreement.

GENERAL

21. This Agreement and any modification of it constitute the entire Agreement between the parties. No modification of this Agreement or waiver of any provision in this Agreement is effective unless it is in writing and signed by authorized representatives of the parties. Without limiting the generality of the foregoing, this Agreement rescinds and replaces any previous Agreements or arrangements between the parties respecting the services that would otherwise be in effect during the term of this Agreement.
22. Where anything is required to be done by the agency pursuant to this Agreement, it may be done by anyone authorized to act on the agency's behalf.
23. This Agreement shall be construed and interpreted in accordance with the laws of Nova Scotia.
24. Neither the care provider nor any volunteers assisting the care provider are considered an employee, servant or agent of the agency.

Appendix K – Service Agreement between Agency and Care Provider

- 25. This Agreement shall not be assigned or sub-contracted, in whole or in part, without the written consent of the agency, whose consent may be withheld for any reason.
- 26. Time shall be of the essence in this Agreement.
- 27. The parties have caused this Agreement to be executed by their respective officers duly authorized in that behalf on the dates set forth below.

SIGNED on behalf of the agency by:

Name: _____

Signature: _____

Date: _____

WITNESSED by:

Name: _____

Signature: _____

Date: _____

SIGNED by the care provider:

Name: _____

Signature: _____

Date: _____

WITNESSED by:

Name: _____

Signature: _____

Date: _____

**Schedule “A”
Care Provider Services and Responsibilities**

1. Program Delivery

The care provider agrees to:

- a. Permit an agency family home consultant to visit the family day care home at least once every 30 days to provide support and monitor the family day care home
- b. Participate in regular professional development coordinated through the agency
- c. Participate in agency efforts to assist parents and care providers in matching requirements with services
- d. Provide care that ensures the health, safety and well being of the children and promotes positive healthy development.
- e. Provide a program that is developmentally appropriate to the children.
- f. Permit a representative of the Department of Community Services, at all reasonable times, to enter and inspect the family day care home and examine the premises, equipment, facilities, books and records of the family day care home.
- g. Produce the accounts, books and records of the family day care home to a representative of the Department of Community Services for examination.
- h. Permit a representative of the Department of Community Services to assess the program and services of the family day care home.

2. Parent Information

The care provider agrees to:

- a. Participate in a parent committee that is established by the Agency, when requested
- b. Post the following notices and documents in a conspicuous place in the family day care home:
 - i. notices and minutes of parent committee meetings;
 - ii. information on how parents can access the Day Care Act and Day Care Regulations;

Appendix K – Service Agreement between Agency and Care Provider

- iii. agency policies on enrolment and attendance criteria, program and staff/child ratios;
- iv. notices to parents of significant changes affecting approved family home day care;
- v. a copy of the agency license.

3. Record Keeping

The care provider agrees to:

- a. Keep a register for each child enrolled in the family day care home, which includes:
 - i. the names and home addresses of the parents or guardian and the child, and the date of birth of the child;
 - ii. the name and address of the child's physician and the person to be notified in case of an emergency, the admission, daily attendance and discharge date for each child.
- b. Keep a record of each child enrolled in the family home day care which is confidential, complete and organized and includes, medical, financial, consent forms from the parents or guardian for emergencies and outings.
 - c. For infants and toddlers:
 - i. maintain daily records regarding any special information such as unusual occurrences and other pertinent information that is not necessarily a daily occurrence;
 - ii. provide space in the daily records for the parents to write special instruction or information in respect of their child; and
 - iii. make the daily records available to the parents at the end of each day.
- d. Maintain the record of each child for two years following the date the child leaves the family day care home.

4. Behaviour Guidance

The care provider agrees to:

- a. Review the agency's behaviour guidance policy prior to employment and annually thereafter, and sign a dated document indicating that the written policy has been reviewed.
 - b. Review the agency's behaviour guidance policy with the parents of each child at enrolment time.
 - c. Post and adhere to the agency's written policy concerning permitted and prohibited behaviour guidance practices.

5. Health and Safety

The care provider agrees to:

- a. Maintain a current first aid and CPR certificate
- b. Permit the agency to complete regular child abuse and criminal records checks with respect to care provider.
- c. Ensure that the sleeping area for infants is under their supervision at all times when infants are present.
- d. Recognize symptoms of ill health in the children and act appropriately, including:
 - i. safely removing any child with a communicable disease and not permitting that child to associate with other children in the family day care home until the child can be seen by a qualified medical practitioner;
 - ii. immediately securing the necessary medical assistance and notifying the parents or guardian of the child when an accident, or serious illness or communicable disease occurs;
 - iii. keeping readily available 2 first aid kits approved for emergency treatment.
- e. Maintain a healthy and safe child care environment by:
 - i. ensuring that all medical supplies, drugs or medicines, whether or not ordered by a qualified medical practitioner or used by any staff, are carefully labeled with the name of the child, the date, and instructions, and kept out of reach of children in locked storage space
 - ii. keeping cleaning and medical supplies out of reach of the children as required by Regulation 28.
 - iii. ensuring that safety belts are used for infants when they are in highchairs, infant seats and strollers
 - iv. washing hands before and after diapering each child and before food preparation
 - v. ensuring that the counter of the diapering area is cleaned with a disinfectant after each diapering
 - vi. cleaning all toys for infants and toddlers with disinfectant when necessary or at least twice weekly and checked for broken pieces or other hazards on a daily basis
 - vii. toys used by preschoolers and school-age children must be cleaned and sanitized at least weekly or more often if necessary
 - viii. cleaning highchair trays with a disinfectant after each use.

6. Fire Safety

The care provider agrees to:

- a. Post rules and procedures respecting evacuation from fire or other emergencies.
- b. Carry out monthly fire drills.
- c. In a conspicuous place such as the parent bulletin board, post a list of addresses and telephone numbers of taxi, ambulance, hospital, fire department, police and other emergency information and other requirements as described in Regulation 50 (1-5)..

7. Premises and Equipment

The care provider agrees to:

- a. Ensure that the family home is kept in clean and sanitary condition at all times, suitably ventilated and free from odours. Ensure that the equipment used is safe, and in particular:
 - i. Provide adequate storage space for food, beds, play equipment, program supplies, cleaning and medical supplies;
 - ii. Provide children with furnishings of a suitable size
 - iii. Provide children with appropriate play materials and equipment
 - iv. Provide children with dishes, cutlery and personal hygiene items on an individual basis and maintain them in a sanitary condition at all times
 - v. Provide each child under school age, who attends for more than half a day, with separate cots or mats, with washable and moisture resistant covers
 - vi. Provide bedding that is clean and sufficient for warmth.
 - vii. Ensure that office facilities and equipment shall not infringe upon the space or interfere with the routine activities of the children.
 - viii. Provide a crib or portable crib for each infant cared for and ensures that cribs meet the standards of the *Cribs and Cradles Regulations* made under the *Hazardous Products Act*.
 - ix. Ensure that strollers are equipped with a sun shade.
 - x. Do not use playpens, jolly jumpers or walkers for children of any age.

8. Nutrition

The care provider agrees to:

- a. Provide a nutritionally adequate meal providing servings from at least 2 of the food groups identified by Health Canada, including at least 1 serving of vegetables or fruit.
- b. Provide a nutritious snack in the morning and afternoon for all the children.
- c. Ensure the menus are developed, posted and followed as required by Regulation 26.
- d. Ensure that all open foods are dated and kept refrigerated at all times except during feedings and are not kept or used beyond the expiry date.
- e. Ensure that infant feeding requirements are followed as required by Regulation 27.

9. Transportation

The care provider agrees to:

Appendix K – Service Agreement between Agency and Care Provider

- a. Ensure the safety of the children in transit where the family day care home is providing transportation for the children as required by Regulation 51.

SAMPLE

1. Program delivery

The agency agrees to:

- a. Hire a family home consultant to:
 - i. act as a resource to the care provider,
 - ii. provide advice and guidance to the care provider,
 - iii. visit the family day care home at least once every 30 days to provide support,
 - iv. monitor the care provider and the family day care home
- b. Ensure that care providers are able to provide a program that ensures the health, safety and well being of the children enrolled in the program and promotes positive healthy development in children
- c. Ensure that care providers are able to provide a program that is developmentally appropriate to the children enrolled in the program
- d. Work with care providers to establish daily programs which facilitate and stimulate intellectual, physical, emotional and social development appropriate to the development level of the child and which include activities to encourage language development
- e. Coordinate the delivery of professional development courses for agency staff associated with the family home day care program and care providers
- f. Provide regular play groups
- g. Provide a lending library
- h. Annually assess care providers and family day care homes

2. Parent Information

The agency agrees to:

- a. Assist parents and care providers in matching requirements with services
- b. Establish a parent committee no later than 3 months after the agency approves its first family day care home
- c. Organize a parent committee meeting every 6 months

Appendix K – Service Agreement between Agency and Care Provider

- d. Produce and post notices of parent committee meetings at least two weeks before the meeting
- e. Produce and post minutes of parent committee meetings within two weeks of the meeting, and follow-up on meeting outcomes
- f. Provide care providers with copies of documents and information, such as the Day Care Act and Regulations and any agency policies on enrolment and attendance criteria, program and staff/child ratios, that must be posted in a conspicuous place within the family day care home and made available to parents on request
- g. Post documents and information, such as the Day Care Act and Regulations and any agency policies on enrolment and attendance criteria, program and staff/child ratios, at the agency premises
- h. Post notices to parents of significant changes affecting approved family home day care in a conspicuous place within the agency premises and provide copies of such notices to care providers
- i. Display a copy of the agency license and provide a copy of the license to the care provider to be displayed in the family day care home

3. Record Keeping

The agency agrees to:

- a. Provide the care provider with administrative support and record keeping.
- b. Provide the care provider with advice to ensure that the records of each child for whom the care provider provides approved family home day care remain confidential, and are complete and organized.
- c. Assist the care provider in establishing a register for each child enrolled in the family day care home, which includes:
 - i. the names and home addresses of the parents or guardian and the child, and the date of birth of the child;
 - ii. the name and address of the child's physician and the person to be notified in case of an emergency, the admission, daily attendance and discharge date for each child.
- d. Provide the care provider with sample forms for applications for admission, medical, financial, consent forms from the parents or guardian for emergencies and outings, and such other information as may be required.
- e. Prepare and submit to the Department of Community Services such reports and information required to obtain day care subsidy payments on behalf of the care provider.

4. Behaviour Guidance

The agency agrees to:

- a. Provide the care provider with copies of the agency’s written policy with respect to permitted and prohibited behaviour guidance practices
 - b. Review the agency’s behaviour guidance policy with the care provider prior to employment and annually thereafter and ensure that they understand the policy.
 - c. Assist the care provider in reviewing the agency’s behaviour guidance policy with the parents of each child at enrolment time.

5. Health and Safety

The agency agrees to:

- a. Ensure that agency staff who provide care to children under its family home day care program have current first aid and infant CPR training from a recognized program approved by the Director
- b. Complete a criminal record check satisfactory to the Minister for all of the following:
 - i. a care provider;
 - ii. any person who is 18 years old or older who lives in a family day care home they manage
 - iii. any person who is 18 years old or older who has, or will have, contact with children or the records of children, either at the site of the agency or in a family day care home managed by the agency.
- c. Complete a child abuse register check satisfactory to the Minister for all of the following:
 - i. a care provider;
 - ii. any person who is 13 years old or older and lives in a family day care home managed by the agency
- iii. any person who is 13 years old or older who has, or will have, contact with children or the records of children, either at the site of the agency or in a family day care home managed by the agency.
- d. Ensure that criminal records and child abuse register checks are current and kept on file at the agency.
- e. Ensure that staff and care providers are able to recognize symptoms of ill health in the children and provide the assistance necessary so that staff and care providers act appropriately in those situations, including
 - i. safely removing any child with a communicable disease and not permitting that child to

Appendix K – Service Agreement between Agency and Care Provider

associate with other children in the family day care home until the child can be seen by a qualified medical practitioner;

- ii. immediately securing the necessary medical assistance and notifying the parents or guardian of the child when an accident, or serious illness or communicable disease occurs;
 - iii. keeping readily available a first aid kit approved for emergency treatment.
- f. Maintain a healthy and safe child care environment by:
- i. Establishing rules and procedures approved by the local medical health officer and the Minister of Community Services, respecting regular examination of the children annual reporting and immunization
 - ii. ensuring that all medical supplies, drugs or medicines, whether or not ordered by a qualified medical practitioner or used by any staff, are carefully labeled with the name of the child or the staff person, the date, and instructions, and kept out of reach of children in locked storage space
 - iii. keeping cleaning and medical supplies out of reach of the children
 - iv. ensuring that safety belts are used for infants when they are in highchairs, infant seats and strollers
 - v. washing hands before and after diapering each child and before food preparation
 - vi. ensuring that the counter of the diapering area is cleaned with a disinfectant after each diapering
 - vii. cleaning all toys for infants and toddlers with disinfectant when necessary or at least twice weekly and checked for broken pieces or other hazards on a daily basis
 - viii. cleaning highchair trays with a disinfectant after each use.

6. Fire Safety

The agency agrees to:

- a. Establish rules and procedures respecting evacuation from fire or other emergencies for the agency premises and for each family day care home.
- b. Provide the care provider with a copy of the evacuation plan and post the plan at the agency premises.
- c. Ensure that care providers understand the evacuation plan and that they carry out monthly fire drills.
- d. Prepare a list of addresses and telephone numbers of taxi, ambulance, hospital, fire department, police and other emergency information for posting in a conspicuous place, at the agency and at each family day care home.

7. Premises and Equipment

The agency agrees to:

- a. Inspect any outdoor play area which the care provider is proposing as a location for regular

Appendix K – Service Agreement between Agency and Care Provider

outside activities, to determine that it is safe and appropriate.

- b. Provide advice and assistance to the care provider to ensure that the family day care home is a suitable and appropriate space for caring for children and that equipment used is safe, and in particular that the care provider:
 - i. Provides adequate storage space for food, beds, play equipment, program supplies, cleaning and medical supplies
 - ii. Provides children with furnishings of a suitable size
 - iii. Provides children with appropriate play materials and equipment
 - iv. Provides children with dishes, cutlery and personal hygiene items on an individual basis and maintain them in a sanitary condition at all times
 - v. Provides each child under school age, who attends for more than half a day, with separate cots or mats, with washable and moisture resistant covers
 - vi. Provides bedding that is clean and sufficient for warmth
 - vii. Ensures that office facilities and equipment shall not infringe upon the space or interfere with the routine activities of the children
 - viii. Provides a crib or portable crib for each infant cared for and ensures that cribs meet the standards of the *Cribs and Cradles Regulations* made under the *Hazardous Products Act*
 - ix. Ensures that strollers are equipped with a sun shade
 - x. Does not use playpens, jolly jumpers or walkers for children of any age
 - xi. Ensures that outdoor play area is enclosed by fence at least 1.2 meters high or there is access to a safe and appropriate outdoor space nearby
- c. Ensure that the agency premises are a suitable and appropriate space for caring for children and that equipment used is safe, and in particular:
 - i. Provides adequate storage space for food, play equipment, program supplies, cleaning and medical supplies
 - ii. Provide children with furnishings of a suitable size
 - iii. Provide children with appropriate play materials and equipment
 - iv. Provide children with dishes, cutlery and personal hygiene items on an individual basis and maintain them in a sanitary condition at all times
 - v. Ensure that office facilities and equipment shall not infringe upon the space or interfere with the routine activities of the children
 - vi. Provide a crib or portable crib for each infant cared for and ensures that cribs meet the standards of the *Cribs and Cradles Regulations* made under the *Hazardous Products Act*
 - vii. Ensure that strollers are equipped with a sun shade
 - viii. Do not use playpens, jolly jumpers or walkers for children of any age

8. Nutrition

The agency agrees to:

- a. Provide a nutritious snack for all children who are present for play groups at the agency in the morning and afternoon as required by Regulations and Standards.
- b. Ensure that formula brought to the family home day care for a child is labeled as to contents, feeding instructions, name of child, dated and placed in a refrigerator at 4.0°C or lower and used

within 24 hours.

- c. Ensure that all open foods are dated and kept refrigerated at all times except during feedings and are not kept or used beyond the expiry date.
- d. Hold infants under 6 months of age during bottle feeding and do not feed infants in cribs

9. Transportation

The agency agrees to:

- a. Ensure the safety of children in transit where the care provide providing transportation for the children as required by Regulations and Standards
- b. Provide or organize transportation for care providers and children enrolled in approved family home day care to attend agency functions

Schedule “C”

Insurance

The care provider, at his or her own expense, shall purchase and maintain in full force and effect insurance in respect to the operation of the care provider’s approved family home day care.

Such insurance shall provide coverage and shall protect the care provider from claims arising out of or resulting from liability for property damage, bodily injury including death and personal injury.

Each policy shall be issued by a financially sound insurer licensed to carry on business in Canada and shall be subject to approval by the agency. All policies shall contain a 60 day cancellation clause.

The care provider shall notify the agency immediately if its insurance policy is cancelled. Cancellation of the care provider’s insurance policy shall be treated by the agency as a breach of contract.

General Coverage Requirements

A. The care provider shall, without limiting its obligations or liabilities, purchase and maintain liability and other insurance as is appropriate for the terms of the services being performed and that will provide comprehensive protection from claims arising out of or resulting from the performance of the terms of this Agreement and for which the care provider may be legally liable, whether the act or commission out of which the claim arises is by the care provider or any representative.

B. The policies of insurance required to be purchased and maintained by the care provider shall, as a minimum:

1. Remain continuously in effect and without interruption from the date of commencement of this Agreement through at least the termination date of the Agreement.

2. The care provider’s obligation under this Agreement to maintain uninterrupted insurance coverage may be satisfied by successive annual policies. If any of the policies are written on a claims made basis, such policies shall have a retroactive date to the date of the Agreement .

General Liability:

General Liability Insurance for liabilities arising out of property damage, personal injury and bodily injury including death resulting from any activity connected with the existence of the contract. This insurance will include the following provisions:

- policy limit of liability \$1 million per occurrence
- maximum deductible bodily injury \$1000 per occurrence
- maximum deductible property damage \$1000 per occurrence

Appendix K – Service Agreement between Agency and Care Provider

- personal injury liability
- advertising liability
- non-owned automobile liability

Automobile liability Insurance:

Automobile Liability Insurance insuring all licensed vehicles owned, leased or operated by the care provider, that are used in the provision of the program and services under this Agreement. This insurance will include the following provisions:

- policy combined limit of \$1 million per occurrence
- \$500 deductible

General Liability Insurance for liabilities arising out of property damage, personal injury and bodily injury including death resulting from any activity connected with the existence of the contract. This insurance will include the following provisions:

- policy limit of liability 1 million per occurrence
- maximum deductible bodily injury \$1000 per occurrence
- maximum deductible property damage \$1000 per occurrence
- personal injury liability
- advertising liability
- non-owned automobile liability

Automobile liability Insurance:

Automobile Liability Insurance insuring all licensed vehicles owned, leased or operated by the Agency that are used in the provision of the program and services under this Agreement. This insurance will include the following provisions:

- policy combined limit of 1 million per occurrence
- nil deductible

Appendix L – Licensing Services Family Home Day Care Annual Licensing Checklist

This form available on line at: <http://gov.ns.ca/coms/families/provider/FamilyHomeDayCare.html>
or may be obtained from your regional Early Childhood Development Consultant.

SAMPLE

Appendix M – Index for Family Home Day Care Agency Proposal

Sample Index for Family Home Day Care Agency Proposal

1.	Statement of Philosophy	[insert page #]
2.	Program and Services	[insert page #]
3.	Business Case	[insert page #]
a.	Community Needs Assessment	[insert page #]
4.	Operating Budget	[insert page #]
5.	Duties and Responsibilities	[insert page #]
a.	Agency	[insert page #]
b.	Family Home Consultant.....	[insert page #]
c.	Care Provider	[insert page #]
d.	Other Agency Staff	[insert page #]
6.	Professional Development Plan.....	[insert page #]
a.	Family Home Consultant.....	[insert page #]
b.	Care Provider	[insert page #]
c.	Other Agency Staff	[insert page #]
7.	Family Home Approval Process	[insert page #]
8.	Service agreement	[insert page #]
9.	Annual Assessment Process	[insert page #]
10.	Record Keeping	[insert page #]
11.	Description of Proposed Site.....	[insert page #]

Appendix N – Personnel and Management Policy

Sample Personnel and Management Policy

1. Introduction

Introduction to the Agency and the reasons for the policy manual. For example:

This personnel and management manual has been developed to provide you with information about our agency's policies. These policies describe the responsibilities and rights of staff, as well as the procedures for dealing with employment issues. The policies comply with the current Nova Scotia Labour Standards Code and Regulations and with the Day Care Act and Regulations of Nova Scotia. Please read and keep this manual for future reference.

2. Policy Revisions

Revision policies and procedures. This example is for a non-profit agency.

The policies in this manual will be revised and updated on an annual basis, or more frequently as the need arises. Suggestions for changes may be made by staff and board members to the agency's director or to the chair of the board, who may approve changes.

3. Philosophy and Mission Statements

Insert the philosophy and/or mission statement prepared as part of the proposal.

4. Board Operated Agency Administrative Structure (if applicable)

Explains the board administrative structure of the agency, and the goals and objectives for each committee. For example:

4.1. Board of Directors:

Describe the board make up as described in documents of incorporation under the Societies Act and include a description of any standing board committees, their roles and responsibilities

e.g. The Board of Directors consists of parents, interested community members, and professionals in the field. Elections to the Board occur annually. Parents are welcome to attend the Board meetings and to become members of the committees.

Duties of the Board:

- ensure that regular planning of board and agency activities is carried out
- ensure that the agency meets all legal requirements
- ensure that a high quality child care and education program is in place, and is in accordance with the Philosophy and Mission Statement

- develop policies, make informed decisions and oversee the agency's operations, in accordance with the Philosophy and Mission Statement
- ensure favorable external relations for the agency
- apply for renovation grants and funding available to expand or enhance the physical premises

4.2. Board Committees: (if applicable)

4.2.1. Personnel Committee (if applicable)

The Personnel Committee is responsible for overseeing selecting, hiring, and performance management of the staff at the agency, with the approval of the Board of Directors. The Committee consists of a Chairperson and two other members, one of whom is the Director.

Duties of the Personnel Committee

- ensure the employment of the most suitable, qualified staff in an unbiased, consistent process
- ensure that fair personnel policies are established and maintained
- ensure that staff performance evaluations and program reviews are conducted and reviewed
- define staff job descriptions

4.2.2. Finance Committee (if applicable)

The Finance Committee is responsible for monitoring and informing the Board of Directors about the financial viability of the agency. This committee works in collaboration with the Fundraising Committee and Admissions Committee. The committee consists of a certified accountant, the Director, and one other member.

Duties of the Finance Committee

- ensure that the financial resources are sufficient to meet operational requirement
- ensure the development and regular review of the annual budget
- update and make recommendations to the Board regarding all other sources of income
- monitor the financial situation monthly, and make proposals to the Board regarding income, expenditures, and assets
- be knowledgeable about all previous financial reports

4.2.3. Fundraising Committee (if applicable)

In consultation with the Board, this Committee is responsible for formulating, recommending and implementing programs which help support the agency's financial needs. The fundraising Committee also increases public awareness of the agency and raises public support through campaigns recommended and approved by the Board. Membership of this committee includes the Director, and staff and parent representatives.

Duties of Fundraising Committee

- in consultation with the Board, devising potential fundraising campaigns
- implementing and overseeing approved, viable fundraising campaigns
- identify potential funding sources and assist in preparation of grant applications

4.2.4. *Building and Maintenance Committee* (if applicable)

The purpose of this Committee is to maintain the physical structure of the agency and its surroundings. The members of this committee includes: the Director, and staff and parent representatives.

Duties of Building and Maintenance Committee

- ensuring that the physical structure and environment owned by the agency are in good repair and in compliance with the current rules and regulations set by the Day Care Act and Regulations and the municipality guidelines.
- review of the licensing reports and recommendations in consultation with the Board
- planning, recommending and implementing any improvements to the agency's structure and property

4.2.5. *Program Committee* (if applicable)

This Committee is responsible for ensuring that the agency provides a high quality Family Home Day Care and education program in accordance with the Philosophy and Mission Statement. The members of this committee include the Director, and parent and staff representatives.

Duties of Program Committee

- annual review of program evaluations conducted by the staff and Director
- recommendations in consultation with the Board, staff, and Director regarding the program at the agency and Family Home Day Care

4.2.6. *Publicity/Advertising Committee* (if applicable)

This Standing Committee is responsible for raising public awareness of the agency and its programs, in consultation with the Board and the Fundraising Committee. The members of this committee may include parent, staff, and community representatives.

Duties of Publicity/Advertising Committee

- development of external publicity material for the purpose of raising public awareness of the programs offered and the clientele served, reaching potential clients, widening clientele base, and the recruitment of volunteers as needed for the operations of the agency
- annual review and evaluation of the Parent Policy Manual in consultation with the Director and the Board

5. Owner Operated Administrative Structure (if applicable)

Explains the owner operated administrative structure of a commercial agency, and the goals and objectives of the owner of an agency. For example:

5.1. Duties of Owner:

When an agency is structured as a private business, the owner has certain responsibilities, which may differ from the responsibilities of the Agency Director. This section describes those roles:

The owner of the agency is accountable for the following duties:

- ensure that regular planning of agency activities is carried out
- ensure that the agency meets all legal requirements
- ensure that a high quality child care and education program is in place, and is in accordance with the Philosophy and Mission Statement
- develop policies, make informed decisions and oversee the agency's operations, in accordance with the Philosophy and Mission Statement
- ensure favorable external relations for the agency
- define staff job descriptions
- oversee selecting, hiring, and performance management of Agency Director
- ensure that Agency Director follows fair hiring practices and employs the most suitable, qualified staff in an unbiased, consistent process
- monitor performance of Agency Director and complete annual performance evaluations
- ensure Agency Director and care providers are delivering the Family Home Day Care program in accordance with program guidelines and documentation submitted in the agency's proposal
- monitor the financial viability of the agency
- ensure that the financial resources are sufficient to meet operational requirement
- identify other sources of income and assist with fundraising campaigns
- increases public awareness of the agency
- develop publicity and advertising materials for the agency
- ensure that the physical premises which house the agency are in good repair and well maintained in compliance with the current rules and regulations set by the Day Care Act and Regulations and the municipality guidelines.
- review of the licensing reports and recommendations and ensure that facilities are in compliance
- plan and implement any improvements to the agency's structure and property
- apply for renovation grants and funding available to expand or enhance the physical premises

6. Roles and Responsibilities of Agency Staff

Explains the staff positions and job descriptions at the agency. For example:

The staff at our agency consist of an Agency Director, Family Home Consultant, and an administrative coordinator. We also work regularly with volunteers and occasionally with students.

6.1. Director of the Agency (if applicable):

An agency may be an established business or organization which has an agency director in place. This position is not required by the Day Care Regulations, but may exist as part of the business or organization that has applied for the agency license. If the position does exist, list the duties of that position here. For example:

The agency director is appointed and hired by the Board / owner and is the person primarily responsible for the delivery of the Family Home Day Care program on behalf of the agency. The agency director is responsible to the Board/ owner for the implementation, supervision, and coordination of all aspects of the operation of the agency. This work is done under the direction of the Board/owner, and in compliance with the Day Care Act and Regulations.

6.1.1. Qualifications

Set out the qualifications the agency has developed for the director position

6.1.2. Duties

Set out the duties of the agency director, for example:

The agency director is accountable for the following duties:

Financial

- is accountable for the financial management of the agency, including revenue and expenses, payroll, records, bills, bank deposits, statements, tax deductions and payments, grants, donations, petty cash.
- develops and regularly reviews the annual budget
- monitors the financial situation monthly, and make proposals to the Board/owner regarding income, expenditures, and assets
- is knowledgeable about all previous financial reports
- prepares reports and makes application for subsidy payments if applicable
- purchases supplies and equipment as needed, subject to Board/owner approval
- in consultation with the Board/owner, devises potential fundraising campaigns
- implements and oversees approved, viable fundraising campaigns
- identifies potential funding sources and assists Board/owner in preparation of grant applications
- maintains updated inventory records of supplies and equipment

Reporting and licensing

- attends Board and Committee meetings as required, and provide regular updates on program and agency activities to Board/owner
- assists with appropriate officials and Board in meeting annual licensing requirement
- ensures comprehensive insurance coverage is in place for the agency
- maintains a healthy and safe environment, and ensures agency's compliance with fire, safety and health regulations in consultation with the relevant committees and the Board /owner

Communication

- communicates openly and frequently with staff and parents
- annually reviews and evaluates the Parent Policy Manual and recommends changes to the Board/owner
- keeps staff updated on policies, procedures, changes, admissions, current field research and ideas through regular staff meetings and communication

Program review

- in conjunction with staff and care providers, completes annual review of program
- makes recommendations to the Board/ owner regarding improvements or changes to the Family Home Day Care program
- keeps up-to-date on issues relating to program design and delivery

Personnel management

- assists in interviewing, hiring, evaluating, and orientation of staff in consultation with the Board/ owner
- plans and arranges training workshops for agency staff development
- reviews and updates job descriptions in consultation with the Board / owner
- supports and supervises staff and ensures staff follow duties set by the job description
- evaluates family home consultant and other agency staff
- maintains confidential personnel records in relation to agency staff and care providers
- assumes family consultant responsibilities for brief periods of time when necessary

6.2. Family Home Consultant:

The family home consultant is a required position under the Day Care Regulations. Duties and responsibilities are set out in the Day Care Act and Regulations. See also Appendix H which sets out the relevant regulations. Remember that if the agency does not have an agency director, the items listed above under agency director must also be included as duties of the family home consultant, or must be listed as duties of the owner.

The family home consultant coordinates a Family Home Day Care program on behalf of the agency and delivers the support services to the care providers. This includes recommending approval of, supporting and monitoring care providers for an agency

6.2.1. Qualifications

Set out the qualifications the regulations require for the family home consultant and any additional qualifications that the agency has developed for the position, for example:

A family home consultant must have:

- (a) a level 2 or level 3 classification;
- (b) at least 2 years' experience working in an early learning and child care program.

6.2.2. Duties

Set out the duties of the family home consultant, for example:

The family home consultant is accountable for the following duties:

- recommends approval of care providers and family day care homes for the agency
- monitors care providers and family day care homes for the agency
- visits each care provider and family day care home managed by the agency at least once every 30 days
- maintains updated medical information on staff and children and care providers
- interviews potential clients and register children
- deals with parent complaints/concerns/comments
- provides parents with information on program activities and changes
- updates Parent Policy Manual and publicity materials in consultation with relevant committees and Board / agency director
- acts as liaison between agency and community
- maintains detailed knowledge of relevant community resources
- provides information to care providers about community resources
- maintains current substitute list to assist care providers who need relief
- monitors availability of child care spaces, develops a waiting list, and works with care providers maintain maximum enrolment
- works with care providers to match waiting children and families to care providers and available spaces in appropriate settings
- posts all required and relevant information at the agency for parents, staff and visitors
- in collaboration with agency director and the care providers, plans and implements play group activities that provide children with developmentally appropriate activities
- keeps updated on new program ideas and activities
- maintains resource files/library for personal use and use by care providers
- maintains updated supply list for play groups & lending library and
- organizes space, equipment and materials as needed for activities, and in compliance with the Day Care Act and Regulations.
- develops community and multicultural awareness, and self-help skills to assist care providers
- evaluates the care providers' programs and assists care providers with improvements
- complies with all agency policies and procedures, philosophy and mission statement
- maintains open communication and shares ongoing information regarding concerns/comments about a program with parents, staff, care providers, specialists and director as needed, and respecting confidentiality policies
- notifies Director of program needs
- supervises substitutes, students and volunteers
- maintains knowledge about and complies with Day Care Act and Regulations, Standards and agency policies
- maintains confidentiality of information relating to children, families, staff and the director
- maintains current first aid and infant CPR training
- works with care providers to implement monthly practice procedure for fire and other emergencies
- other

6.3. **Volunteers:**

Volunteers are always welcome at our agency to assist agency staff with the delivery of the Family Home Day Care program. They will work under the direction of the agency director or the family home consultant. Requirements and responsibilities will vary with the situation. Volunteers must adhere to agency policies and are responsible for signing in and out of the volunteer binder, noting the date and the activity in which they are participating or the care provider home in which they are helping out.

7. **Child Abuse Register Screening**

All prospective staff, students and volunteers that will have direct contact with children in a child care setting or with the children's records must be screened through the Child Abuse Register. The Child Abuse Register is a central record of the names of people who have abused children as determined by a Nova Scotia court. The Child Abuse Register is confidential and can only be used under certain conditions and when certain procedures are followed.

Child Abuse Register screening of agency staff, volunteers and care providers that will be working with or interacting with children or children's records is required as soon as they become associated with the agency. As well, screening is required for any person over the age of 12 who resides in a family day care home.

To complete a child abuse register check the person whose records are being searched must consent in writing to the search. A special form must be used, **Form B1 and B2, Child Abuse Register - Request for a Search**. It takes about ten working days from the time that the form is received by the Department of Community Services until the search is completed and the response is sent by registered mail.

Because a search of the Child Abuse Register is a time-consuming process, only names of those who have been approved to work with the agency, or reside with an approved care provider should be screened. This search must be done immediately after hiring or approval and then must be repeated every three years.

The law requires that persons be advised when their name is put on the Child Abuse Register. Therefore, it is unlikely that you would not know that your name is included in the Child Abuse Register. You are not required to consent to the search; however you cannot be employed by the agency or volunteer with the agency if you do not agree to the screening.

8. **Criminal Record Check**

Criminal records screening is another tool used to determine the suitability of an applicant who will be working with or providing services to children, youth, or vulnerable adults. The intention is to identify criminal records which may present risk to children, youth or vulnerable adults. The regulations require a criminal records check be completed on any care provider, volunteer and staff person who will have contact with the children or their records. As well, a criminal records check must be done for every person 18 or older who lives in the care provider's home.

The criminal record check form can be obtained from the police department in your region.

[set which of the two approaches below your agency will follow]

The agency requires potential staff, volunteers and care providers to make the request to the police department and pay whatever fee is associated with having the search completed.

OR

The agency requires potential staff; volunteers and care providers to complete the request for criminal records check and provide it to the agency. The agency will submit the criminal records request form to the police to request the search.

When the police receive a request for a criminal records check, the police review their records to determine whether there was a criminal record and any relevant convictions or outstanding criminal charges. The criminal record check is the property of the person whose record is being searched. This report may be provided by the police directly to the agency, who must return the police record search to the person and shall not make a copy. Alternatively, the police may have a policy of only providing the results of the search to the person whose records are being searched. In this case, the agency must ensure that they have an opportunity to review the results to ensure that the person does not have a criminal record.

The agency must maintain confidentiality with respect to the police record information provided by any staff, volunteer, care provider or other person. The agency shall only use the police record information for the purpose of assessing the person's ability to provide child care services.

9. **Staff Performance Evaluations**

Explains the procedures for staff evaluations, completed annually. For example:

All staff will participate in an annual performance evaluation, based on job descriptions. Review of the agency director will be the responsibility of the Personnel Committee/owner. The agency director will be responsible for evaluating the family home consultant and any other agency staff working directly with the Family Home Day Care program. Personnel evaluations will include:

[Describe your agency's approach to staff evaluation. You may want to included self-evaluation, annual goals setting, regular monitoring and feedback processes, the use of anonymous questionnaires from care providers and parents to complete etc.]

10. **Salaries**

Explains the salary policies and procedures for advancement of the agency.

11. **Hours of Work**

Describes the expected hours of work for employees at the agency. For example:

The agency provides services to care providers between Monday to Friday from 8:30 AM to 4:30 PM. The agency does not close for winter storms, however, travel to care provider facilities during such times will be limited.

Full-time staff will work forty hours a week. Each shift includes a one hour lunch break.

The agency director is responsible for maintaining the staff attendance records. These records will be kept on file and made available to the Board / owner upon request.

All employees are required to be punctual for work. Should the employee anticipate being late, they are required to contact the agency director. Chronic tardiness or absence without leave will be addressed by the agency director in consultation with the Board/owner.

12. General Holidays

Explains the statutory and additional holidays (if applicable) the agency will be closed, and related information.

Employees must have worked the last full scheduled work day prior to the holiday, unless on excused absence, in order to receive payment for the holiday. If any day designated a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. Permanent staff will be paid for the following holidays, for which the agency is closed:

Statutory Holidays:

New Year's Day
Good Friday
Canada Day
Victoria Day
Christmas Day

Additional Holidays:

Easter Monday
Natal Day (first Monday in August)
Thanksgiving Day
Remembrance Day
Boxing Day
Labour Day

13. Vacations

Policies and procedures are outlined regarding vacation time for staff. For example:

Permanent, full-time employees will earn annual paid vacation time in accordance with their years of employment, up to twenty working days, as follows:

- 1) Employees in their first year of employment will earn one vacation day for each month worked, up to ten working days.
- 2) After their first full year of employment, employees will earn two vacation days for each year of employment, up to a maximum of twenty days.

All vacations must be approved by the agency director, and exceptions by the Board/owner. Employees must get approval for vacation time at least two weeks prior to the absence, and must arrange vacation time so as to avoid having more than one staff member on vacation at

any given time. If vacation time is taken during the months of June, July or August, the submission must be made to the agency director by May 1 of that year.

Vacation time does not include general holidays noted under section 12 above. Vacation time may be carried over to the following year, up to five working days. Any such request must be submitted in writing to the Director and Board one month before the staff member's anniversary of employment. Part-time, temporary, and substitute employees will receive standard vacation pay with each pay check.

14. **Sick Leave**

Policies and procedures for staff sick leave:

Permanent employees will be granted one sick day per month for every month they are employed at the agency, up to a maximum accumulation of 12 days per year. Employees who accumulate 6 sick days will be granted one personal day with pay, to a maximum accumulation of 2 personal days per year, with the approval of the agency director. Personal days are not cumulative, and must be taken during the year they are granted.

When a staff member is ill, he or she must notify the agency director at least one hour prior to their shift and again by the end of the day if the illness will carry over to the following shift, to allow adequate time to find a substitute. Any employee who must use more than two sick days in a month may be asked by the agency director to submit a medical certificate. Employees may use up to 3 of their yearly permitted sick days in the case of illness of an immediate family member (parent, spouse, child), in accordance with the sick leave policy.

15. **Leave of Absence**

Policies and procedures regarding leaves and absences for staff. For example:

Leave of absence must be approved by the Board, for situations including:

- Maternity Leave
- Paternity Leave
- Adoption Leave
- Professional Studies
- Health Related leave
- Leave of Absence (unspecified)

15.1 **Maternity Leave:**

All full-time staff who have been employed at the agency for a minimum of one year are eligible to receive Unemployment Maternity Benefits, for a period of time set by legislation under the Labour Standards Code. In addition, the agency has a Supplementary Maternity Benefits policy as follows:

[set out detail of agency supplementary maternity leave benefits, if applicable]

15.2 **Paternity Leave:**

Male employees will be entitled to parental leave according to the Nova Scotia Labour Standards Code. [*set out agency policy regarding parental leave*]

15.3 Adoption Leave:

Set out agency adoption leave policy, for example:

The employer will, upon request of an employee and receipt of a certificate from the Administrator of Family and Child Welfare stating that the said employee has filed a notice of proposed adoption under the Adoption Act of a child (5) years of age or younger, grant the employee a leave of absence with pay up to 5 working days after the child comes into full care of the employee, and without pay for up to 15 additional working days, as requested by the employee.

15.4 Leave for Professional Studies:

Set out agency professional studies leave policy, for example:

Leave of absence without pay will be considered upon written presentation to the agency director and Board/owner detailing the reason for and the extent of such leave. In granting such leave, individual agreements will be negotiated between the employee and the Board/owner. These employees will be guaranteed their current jobs without loss of seniority, but will be required to contribute to the group benefits plan.

15.5 Health-Related Leave:

Set out agency health leave policy, for example:

Should a staff member require a health-related leave, s/he is to document in writing the reason for the leave, estimated duration of the leave, and present it to the agency director and Board/owner for approval. Employees should speak to the appropriate agencies (ie. Insurance company, Worker's Compensation, etc.) in order to follow the correct procedures for eligibility and benefits to which they are entitled.

15.6 Leave of Absence:

Set out agency leave of absence policy, for example:

A full-time employee may submit a written request to the agency director and Board/owner for an unpaid leave of absence, stating the reason for the leave, the expected length of the leave, and expected date of return. The leave is subject to Board /owner approval. Upon return from the absence, there will be no loss of seniority or job status.

15.7 Bereavement/Compassionate Leave:

Set out agency bereavement/compassionate leave policy, for example:

For full-time employees, leave to a maximum of three days for immediate family members may be granted upon approval by the agency director. Immediate family members include parents, siblings, son or daughter, ward, father-in-law, mother-in-law, or other person normally living with the employee. Exceptions must be approved by the Board/owner.

Full-time employees will be paid at full salary for a period not to exceed 7 working days in the event of the death of an immediate family member. Full-time staff will be granted one working day with pay to attend the funeral of other loved ones, or other personal crisis, such as the serious illness of a family member.

15.8 Casual Leave:

Set out agency casual leave policy, for example:

Casual leave with pay may be granted to full-time employees in special circumstances involving personal emergency or critical situation which requires the employee's personal attention, and which cannot be attended to by others or by the employee in normal off duty time. Casual leave may be granted up to a maximum of 3 working days in a year. Whenever possible, permission should be obtained from the director prior to taking the time. If the time is taken without first obtaining approval for casual leave, then the time will be counted as vacation time. Examples of acceptable one-day casual leave situations include weddings and graduations, medical or dental appointments, etc.

15.9 Leave for Professional Development:

Set out agency professional development leave policy, for example:

Full-time staff is eligible to receive up to 3 working days with pay to attend workshops, seminars, and conferences in the field of Early Childhood Education. Approval will be obtained from the director. The director will use his/her own discretion in determining the appropriate staff member/s who will attend the conferences, ensuring that all full-time staff have equal opportunities. Upon returning to the agency, staff will submit a brief report or presentation to staff, in order to share the gathered information. A file on such reports and related information will be established to be used for information in the future.

15.10 Court Leave:

Set out agency court leave policy, for example:

A leave with pay will be granted to a full-time staff member who is required to appear as a witness during court proceedings or to serve jury duty.

15.11 Religious Holiday Leave:

Set out agency religious holiday leave policy, for example:

Employees who request time off to observe their religious holidays (other than those which are normally paid holidays) will be given time off without pay. Two weeks notice is required for approval by the agency director.

16 **Accident and Serious incident Reports**

Describes the policies and procedures for completing accident/injury reports as required by the Day Care Regulation Section 30. For example:

Staff and care provider are required to complete an accident report form for any accident which requires first-aid treatment by the staff and care provider. It will be signed by the staff member who administered treatment, and by the agency director, and placed in the child's file. Parent(s) are to be informed of the injury at an appropriate time (depending on the extent of the injury), maintaining confidentiality of any concerned parties.

17 **Incident Procedure**

Outlines the policies and procedures relating to staff conduct. For example:

This procedure will be followed for any incident occurring in the agency or care provider's home which the agency director or Board /owner deems as a threat to health and safety, but which is not initially indicative of gross incompetence on the part of the staff. The incident is reported to the agency director, and a written report will be completed by both the staff member and the agency director. The Board/owner will be informed as soon as possible. [The written report must be presented to the Board at the next Board meeting.] The Board/owner will then direct a letter of concern/warning to the staff person or care provider responsible in the incident, which will be kept in their file. If the staff member is involved in a second incident within a reasonable amount of time, the Board/owner may consider a probationary period. A performance evaluation will be completed at the end of the probation, and may impact on the annual performance evaluation.

18 **Emergency Medical Treatments**

Policies and procedures for staff relating to emergency medical treatment. For example:

It is the staff members' responsibility to handle emergency medical treatments for which they are trained. Each staff member will keep updated training in Emergency First Aid and CPR. If a child requires medical treatment, the parent will be called at an appropriate time (depending on the extent of the injury) and required to take the child for professional medical attention. If the parent can not be reached, an authorized person will be called to fulfill this responsibility, and contact with the parent will continue to be reached.

19 **Grievance Procedure**

Policies and procedures for staff grievances. For example:

19.1 Informal Procedure:

Many problems arising from the work of the agency can be dealt with informally between employee, care provider and the agency director. This procedure should, in all cases, be tried first, and involves discussion with the agency director.

19.2 Formal Grievance Procedure:

Employees who continue to feel that they have been treated unjustly or consider themselves aggrieved by any actions or lack of actions by the agency, can invoke the formal grievance procedure. This involves submitting a written grievance letter to the agency director and the Board/owner, who will consider the matter and take appropriate action. In the event that the employee is still aggrieved, they may take the matter to the Labour Board or appropriate group.

20 **Discipline and Discharge**

Policies and procedures for staff discipline and discharge. For example:

In cases where an employee's contract is terminated, and an employee is discharged from their position due to lack of financial resources or lack of further need for the position, the Labour Code with regard to dismissals will be followed. The agency will provide written notice of discharge within two weeks of the effective date of termination.

The agency director may suspend any staff member immediately for just cause, such as work incompetence, dishonesty, insubordination, gross misconduct, and/or irresponsibility. The agency director will notify the employee, the Board/ owner, and the Personnel Committee in writing within 5 working days, stating the reason for the suspension. The decision for termination must be made by the Board within 5 working days of the suspension notice, and the employee must be notified in writing of the decision.

In cases where the level of job performance is considered unsatisfactory, but not immediately a threat to the agency or the children, a review process will be undertaken. Under this review, the agency director, in consultation with the Personnel Committee/owner inform the employee of the concern verbally and in writing. If after one month, the employee's level of job performance continues to be unsatisfactory, the employee will be placed on probation for a minimum of 4 weeks. S/he is to be informed of the probation and given further direction on needed changes verbally and in writing. If after the designated probationary period, the employee's performance continues to be unsatisfactory, the employee will be dismissed.

[Organizations with board of directors, may wish to include the following:]

The employee has the right to appeal the decision to the Personnel Committee. This appeal must be made in writing, and submitted within 10 days of receipt of the written notification of termination. If not satisfied with the response of the Personnel Committee, the employee may appeal to the Board. The Board has the final decision in discipline and discharge.

21 **Employee Resignation**

Procedure for staff resignation. For example:

Any employee will forward a letter of resignation to the Board/ owner, the agency director not less than ten working days prior to the effective date of termination.

22 Meetings and Workshops

Policies regarding staff development and staff meetings:

In addition to the regular work week, staff will be expected to attend regular monthly staff meetings and parent meetings held at lunch or at the end of the day, throughout the year. Attendance at workshops may also be required of staff outside regular meeting times and work times.

Any financial support of staff in pursuit of education/training is contingent on the agency's financial resources. Staff may apply for funding for staff training in writing to the Board/owner or the agency director.

Appendix O – Parent Handbook

Sample Parent Handbook

Create Cover Page with Agency Logo and Address Information

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ii Definitions

Act -- means the Day Care Act.

Agency -- means a person licensed to manage a family home day care program.

Approved Family Home Day Care -- means day care that is provided by a care provider in their home and that is managed by an agency.

Care Provider -- means a person who is approved by an agency to provide a family home day care program in the person's home.

Child -- means a person who is less than thirteen years of age.

Director -- means the Director of Early Childhood Development Services at the Department of Community Services

ECDC – means Early Childhood Development Consultant.

Family Day Care Home -- means a home in which a family home day care program is provided.

Family Home Consultant -- means a person hired by an agency to provide services to care providers.

Fiscal Year – means the provincial government business year which runs for the twelve months from April 1st of any given year until March 31st of the following year.

Operate -- includes manage

Parent -- includes a guardian, foster parent and any other person having the care and custody of a child.

1 Welcome and Introduction

Welcome and introduction to the program, and the purpose of the manual are outlined in this section.

Welcome to our family home day care agency. This Parent Handbook has been designed to provide you with information about our program and policies. Please read it and keep it for future reference. Open, two-way communication is important to our success in caring for and educating your child. If you have any questions, concerns, ideas, or comments regarding our program, the staff or the care provider who is looking after your children, please feel free to speak to us or to put your thoughts in writing.

1.1 Agency Contact Information:

[Include name of agency owner/chair of board and agency director, phone numbers for these individuals, mailing and civic address for the agency, fax number and email address for the agency. If the agency has a web site, include this information as well.]

1.2 Family Home Consultant Contact Information:

[Include name of the family home consultant, phone number, mailing and civic address where the family home consultant can be reached, fax and email address for the family home consultant.]

1.3 Care Provider Contact Information:

[Include the names of all of the care providers associated with the agency, and their phone numbers, mailing and civic addresses, fax and email addresses.]

2 Philosophy and Mission Statements

Insert the philosophy and/or mission statement prepared as part of the proposal .

3 Administrative Structure and Personnel

Our agency is a [for profit business/non-profit organization] which is headed by the [owner/chair of board of directors], who is [insert name of owner or chair of board] _____ .

[If non-profit organization insert description of board of directors role and various board committees - this the same information you have included in the agency personnel and management policy (see Appendix "N")]

The staff of the agency consist of the Agency Director (if applies), Family Home Consultant, and administrative coordinator (if applicable).

[Insert information on each of the roles and their responsibilities - this can be a summary of the information on the roles and responsibilities of agency staff that you have included in the Personnel and Management Policy - see section 6 of Appendix “N”.]

4 Area Served

Our agency serves the following area:

[Insert description of municipalities/towns, communities or parts thereof, served by the agency]

5 Number and Ages of Children

Describe the number and ages of children cared for, including the overall restrictions that apply to all care providers. For example:

Our agency serves children 0-12. Each care provider serves a slightly different age group and mixture of children.

By law, each approved family home care provider is permitted to care for a maximum of 6 children at a time, including their own children, and must not have any other children in their care, subject to the following restrictions:

- (a) no more than 2 of the 6 children may be infants (0-17 months inclusive);
- (b) no more than 3 of the 6 children may be toddlers or younger than toddlers (0-35 months inclusive).

If a care provider is only looking after school aged children, they may care for a maximum of 8 school age children at a time, including their own children, and must not have any other children in their care.

If a care provider is looking after only infants, then the care provider may care for a maximum of 3 infants at a time, including their own infants, and must not have any other children in their care.

Below is a list of care providers and the number and ages of the children cared for in each home:

[Insert list of care providers with age ranges of children served]

6 Programs and Services

Describe the program and services offered at the agency and family home day care.

[Use the program and services information included as part of the agency proposal - see Step 7 of the Guide to Starting a Family Home Day Care Agency and add any additional information you feel is required, particularly to describe the care provider’s program.]

7 Fee Structure

Describe the fee structure for parents, explain the policy regarding late payments, late departure fees. **For example:**

7.1 Fee payments:

Care providers set their own daily/monthly fees, but the fees should be competitive with similar programs in the community

Fees are payable one month in advance and are due on the [first day of the month OR 25th day of the preceding month. For example, the fees for April are due on March 25th, the fees for May are due on April 25th.] Fees may be paid in the form of cash, cheque, or money order. Parents are asked to provide post-dated cheques six months in advance.

[consider whether you want to be able to accept debit, or credit card payments as well]

Fees are payable directly to the care provider.

7.2 Late Payments:

A late payment fee of \$ _____ per day will be charged for child care fees that are not paid on time. This late payment fee must be paid at the same time as the late fees in order to bring the account in to balance.

Child care services will not be provided to any family whose child care fees are more than two weeks in arrears.

OR

If the outstanding balance remains unpaid for two weeks, the agency will contact the parent regarding the matter. Depending on whether the child has a subsidized space, the family may be required to pay the balance immediately or a repayment schedule may be created to ensure that the balance is paid.

7.3 Early Drop Off and/or Late Pick-Up Fee:

Our care providers strive to provide flexible child care services. The daily/monthly fees are based on child care being provided during the hours of operation set out below. If you require child care services earlier or later in the day, please speak to your care provider or to the agency and we will make every effort to accommodate your needs.

An additional fee will be charged for any additional hours of service, at a rate of \$ _____ per hour. Early drop-off and late-pick up fees must be paid to the care provider on the same day the service is provided, i.e. when you drop off or pick up your child.

7.4 Fees During Vacations:

Fees are payable (or not) during vacation periods where the child is away from the home.

8 Hours of Operation

Explain the hours of operation for the agency & family home day care.

9 General Holidays

Explain the statutory and additional holidays for which the agency and family home day care will be closed. For example:

The agency will be closed/open and your care provider will not provide child care services on statutory holidays. If any day designated as a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. The following are designated statutory holidays:

New Year's Day
Good Friday
Canada Day
Victoria Day
Christmas Day

The agency will also be closed on the following holidays:

Easter Monday
Natal Day (first Monday in August)
Thanksgiving Day
Boxing Day
Labour Day
Remembrance Day

Your care provider [will/will not] be open on these days.

10 Storm Days

Explain policies and procedures regarding child care services provided during winter storms. For example:

The agency [does not close/closes when schools are closed] for winter storms. The agency and family home day care [will /will not] be open during these days, but may be operating on limited staffing. If you decide to keep your child at home, please call your care provider and leave a message.

Child care fees [are/are not] payable when the agency/care provider is closed due to storms.

11 Illness of Care Provider

Policies and procedures in effect when care provider is too ill to care for children:

Care providers are self employed and do not get paid sick days, however it is in the agency's interest to find alternative child care services, if the care provider is unable to look after the children.

If the care provider is ill and unable to care for children, the care provider must notify the agency director or the family home consultant as soon as possible. We hope this will be done with sufficient notice that alternative arrangements can be made for the children. Once the care provider has notified the agency, the agency will be responsible for contacting the parents to let them know that the care provider is ill.

The agency will try to arrange a substitute care provider who can care for the children in their home and will let parents know if this has been arranged. If alternative care is not available, parents will be required to make their own care arrangements.

12 Child Attendance

Policies and procedures for child attendance, arrival and departure, allotted absences and vacation for subsidized spaces. For example:

12.1 Your Child's First Day:

Explain what a parent can expect the first day of attendance, policies and procedures, and recommendations surrounding first day attendance, etc. For example:

The first day that a child attends the family home day care is a very important day for your child. Children who are introduced to a child care setting with the help of their parent/s tend to cope better with their new situation. The introduction helps to open lines of communication between parent/s and care provider, so that special information about the child can be shared. In addition, you and your child become familiar with the environment, care provider, the routine, and the activities at the family home day care.

We suggest the following ideas for your child's introduction to our family home day care:

- We suggest that you and your child visit the family home day care together the first day. This should be a brief visit with you in attendance for the first hour or so. The child's first day should not be overwhelming or tiring, so a half-day is best.
- If taking the time off is not possible for you, we suggest bringing your child in early the first few mornings and spending that time together in the family home day care.
- We suggest that your child's first few days be shorter than normal, so that his/her days are not too overwhelming and tiring.

- If this is your child's first child care experience, you and your child may need some extra support. The care provider will assist you and your child through the transition. Please feel free to share your concerns and feelings with her/him.

12.2 Withdrawal:

We hope that your child[ren] will be part of our family for many years, however we understand that children will leave our care from time to time. If you plan to withdraw your child from the family day care home, you must provide [*insert number*] weeks notice.

12.3 Arrivals and Departures:

Policies and procedures relating to arrivals and departures of children.

12.3.1 Arrival

- You must bring your child into the home. His/her outerwear must be removed in the designated area
- Your child must be escorted into the home and greeted by a care provider. Our responsibility for your child does not begin until s/he is in the care of a case provider. Children are not to be left at the door or unsupervised area.
- The person arriving with your child must sign the attendance sheet, noting the date and time of arrival. This allows us to see who is on the premises during fire drills and emergencies, and to keep attendance records. For after school programs, the care provider will record these times in the morning, lunch time, and after school.
- For infants and toddlers, on arrival please advise the care provider of any special circumstances that may affect your child's behaviour or well-being that day. These are noted in the daily records, which you are entitled to view.
- Your child is expected to be at the family home day care by 9:30 am. This enables your child to take part in all planned activities. In addition, field trips may start at this time.
- Please notify the care provider if your child will not be attending, or will be late (please give an approximate time of arrival).

12.3.2 Departure

- Children must be picked up by the closing time designated by the care provider.
- If, due to unforeseen circumstances, you will be late picking up your child, you must call the care provider in advance. Note that a late pick-up fee, due immediately, will be charged.
- Parents of infants and toddlers should review the daily activities log to see if any unusual occurrences impacted their children during the day.
- Children must be picked up by an authorized parent or guardian. In the event that you are unable to pick up your child, you must notify the care provider in advance regarding who will be coming for your child, and an approximate pick-up time.
- Agency staff members and the care provider will only release your child to those persons listed on the authorization form at the time of enrolment. *Please keep us updated with any changes to this authorization list.*

- If you want someone not listed on the authorization form to pick up your child, you must inform us **in writing**. If this is not possible, we must be able to contact you for authorization, or we will not release the child to the person.

12.4 Vacation:

We strongly recommend that all children take a two-week vacation a year. These vacations provide the child with a refreshing break from the program, as well as valuable time with family. Please notify the care provider in advance if your child will be absent from the family home day care for any period of time.

Fees are not payable during vacation periods where the child is away from the home for one week or more at a time.

13 Your Child's Needs

Explain what the parents are expected to do to make their children comfortable, happy and safe in the family home day care. For example:

Our agency's programs are designed to encourage and facilitate active learning and development through exploration and play. To ensure that your child gets the most out of the program and is safe, comfortable and happy throughout the day, we have developed the following guidelines:

- Your child will need the following personal items, which should be kept at the family day care home (and replaced with clean items when required):
 - a small blanket, pillow and sheet for rest period,
 - a toothbrush,
 - indoor shoes (sneakers are best, but no slippers please), and
 - a complete change of clothing (underwear, socks, pants, shirt, etc. - just in case!).
- Your child's possessions will be stored in a storage bin marked with their name. The bin will also contain notices, artwork, soiled clothing, etc. Ask the care provider where the bin is stored, and check it daily so that you can ensure that you collect any items which need to be taken home, and to ensure that spare clothing and bedding are clean and in good condition.
- If your child is being toilet-trained, you are responsible for providing approximately 20 or more diapers per week, and any special toileting supplies that your child needs (the care provider will keep you updated on your child's diaper needs).
- Your child may bring a safe, soft plush toy for rest period, such as a plush or stuffed toy, a doll, or a favourite nap time blanket.
- Children should wear comfortable clothing so that they can participate in all aspects of the program. Please send your child in the appropriate outdoor clothing for the day. We

try to go outside at least once a day, at the playground, for walks, or field trips, and in all kinds of weather. Following are lists of seasonal outerwear that your child will require:

Summer	Winter	Fall/Spring
sun hat summer jacket waterproof rainboots outdoor sneakers swimsuit sun screen light sweater shorts rain jacket	wool hat snowsuit (snowpants, coat) scarf winter boots 2 pairs of mittens warm sweater pants outdoor sneakers	sun hat wool hat jacket rainpants raincoat waterproof rainboots outdoor sneakers sun screen mittens

- All items of clothing should be clearly labeled with your child’s name or initials.
- While every effort is made to protect your child’s clothing and possessions from loss or damage, we cannot guarantee that this will not happen. Please check the Lost and Found box regularly.

14 Health Policies

Policies and procedures relating to health and safety of the children at the family home day care.

At our family home day care we are concerned about the health and safety of all children, staff and care providers. Staff and care providers are strict about enforcing health regulations. Infections can spread rapidly within a family home, so universal precautionary measures are taken at all times.

14.1 Illness:

- If your child is going to be absent due to illness, call the family home day care and notify the care provider of the condition of your child.
- Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children.
- Children who exhibit the following will not be accepted for care:
 - conditions of illness which make him/her unable to cope with the regular activities of his/her program.
 - symptoms of a contagious or transmittable illness (ie. Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc.)

- If your child becomes ill while attending the family home day care, you will be notified immediately and will be expected to have an authorized person pick up your child within a reasonable amount of time.
- Please inform the care provider if your child has a contagious condition which has been diagnosed by a medical doctor.
- You will be informed of any contagious condition your child may have been exposed to while at the family home day care.
- Once diagnosed with a contagious condition, your child is not permitted to return to the family home day care without a letter from his/her doctor stating that s/he is past the contagious period of the condition and able to participate in family home day care activities.
- In the event that your child has been hospitalized for any reason, s/he will require a note from the doctor stating the child is ready to return to the family home day care.

14.2 Medication:

- The care providers are only permitted to give medication authorized by a doctor or parent.
- All medication must be in the original container, with a readable label.
- You will be asked to complete an authorization form for each new medication (or provide a written letter of consent), stating your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions.
- Over the counter medication will not be given by the care provider unless written instructions are received from the parent or the child's doctor. These instructions are to include your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, any special instructions, and the parent's or doctor's signature.
- Please send measuring utensils along with your child's medication.
- All medications are to be given directly to care provider, and for safety reasons must not be left with child's spare clothing and bedding in the cubby area.
- It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the family home day care.
- Certain medical procedures can only be done with special training. If your child has special medical needs, these cases will be covered by your child's Individual Care Plan.

14.3 HIV and AIDS Policies:

HIV (Human Immunodeficiency Virus), the virus that leads to AIDS (Acquired Immune Deficiency Syndrome), is not transmitted through everyday contact. No confirmed cases of transmission through casual contact or biting have been reported. HIV is transmitted from one person to another by sperm, vaginal secretions, breast milk, blood, and from mother to child during pregnancy.

HIV is considered a disability, and by law discrimination on the basis of disability is illegal. Parents have no obligation to tell the agency or the care provider if they are aware that their child is HIV-positive. If such information is disclosed to a member of the agency staff or care provider, s/he has an ethical obligation to keep the information confidential.

14.4 Universal Health Precautions:

Those who work at our agency or are associated with the agency as care providers, help control the spread of infections by practicing proper hygiene and universal precautions. Children, care providers and agency staff and volunteers wash their hands thoroughly with warm water and soap before meals, after toileting, before and after administering first aid, and throughout the day as required. Dishes, eating surfaces and diapering areas are sanitized after each use; toys are checked for breakage daily and sanitized at least twice each week. Floors are cleaned daily, as required throughout the day. The laundry, kitchen and bathrooms are maintained in a clean and organized manner.

Universal precautions adapted by the family home day care include:

- hands are washed immediately after exposure to blood, and all other bodily secretions
- all cuts are covered with a sterile bandage until healed
- disposable latex gloves are worn by staff treating open cuts
- blood-soiled surfaces are disinfected with bleach, which kills HIV
- laundry stained with blood and other bodily secretions is washed separately in hot, soapy water
- materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined, covered plastic container.

14.5 Emergency Preparedness:

- The agency inspects all of the family day care homes on an annual basis to ensure that the premises are safe.
- The agency and each family day care home have an emergency evacuation plan and practice fire safety procedures during a monthly fire drills
- All agency staff and care provider have been trained in First Aid and infant CPR and are required to keep their training up to date.

Please inform the family home day care of any changes to your address, place of work, telephone numbers, and authorization list, and injuries that your child receives outside the program.

14.6 Accident and Serious Incident Reports:

Agency staff and care provider are required to complete an accident report form for any incident or accident which requires first-aid treatment as required by the *Day Care Regulation Section 30*. It will be signed by the person who administered treatment, and by a representative of the agency, and placed in the child's file. Parents are informed of any injuries at the appropriate time depending on the extent of the injury. Maintaining confidentiality regarding any concerned parties is a priority.

14.7 Emergency Medical Treatments:

Emergency medical treatment will only be provided by agency staff or the care provider if their first aid training gives them the skills required to do so. All agency staff and volunteers, and all care providers have current training in emergency first aid and CPR.

If a child requires emergency medical treatment that cannot be safely provided by staff or the care provider, the parent will be called to take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility, and efforts to contact the parent will continue. Any extraordinary costs associated with transporting the child for emergency medical care (such as ambulance) will be paid by the parents of the child.

14.8 Emergency Evacuation:

In the event that we have to evacuate the family day care home due to fire or other emergency and the home is not fit for immediate habitation, the parents or an authorized person will be contacted immediately and expected to pick up your child **immediately** at the designated emergency location.

15 Nutritional Information

Describe menu, food preparation, special information, policies and procedures.

The care provider's menus are developed with the assistance of the family home consultant and the Canada Food Guide for Children. Our care providers offer balanced and varied menus that utilize nutritious foods and health and allergy requirements. The care provider plans meals in advance and posts menus for the interest of parents.

Care providers offer a nutritious morning and afternoon snack and for children who stay over lunch hour, a full lunch is provided meeting nutritional requirement as required by the regulations and standards. School aged children may be permitted to bring their own lunches, depending on the preference of the parents.

If your child requires supplements or special foods due to a medical condition, you will be responsible for providing them. The care provider eats with the children to help model appropriate eating behaviours and positive food habits. The care provider does not force

children to eat, or withhold favourite foods for inappropriate behaviours, but will encourage children through positive modeling and reinforcement to try new or other foods.

Please keep us informed about any food allergies.

16 Rest Period

Policies and procedures for rest period for children in programs. For example:

Infants sleep according to their own individual schedule. For children under school age, a rest period is a part of the day's schedule. *During rest period, all children under school age are required to rest on their mats for one half hour. This includes children who do not sleep.* After this half an hour, any children that are not sleeping may engage in quiet activities until the rest of the children wake up.

17 Policy on Reporting Suspected Child Abuse

As per the protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, the agency staff and the care provider is legally required to report cases of suspected child abuse.

18 Behaviour Guidance Policy

Provide parents with information on the agency's behaviour guidance policy and on the requirements of the Day Care Regulations and Standards.

- The agency has a written behaviour guidance policy with respect to permitted and prohibited behaviour guidance practices. The policy applies to all agency staff, volunteers and care providers.
- Staff, volunteers and care providers are required to follow the guidelines at all times.
- A copy of the behaviour guidance policy is posted on the parent bulletin board in the family day care home and is also posted at the agency facilities. A copy may be obtained from the agency.
- The written behaviour guidance policy is reviewed with staff, care providers and volunteers:
 - prior to the start of their employment or their interaction with the centre or agency; and
 - annually thereafter to ensure that staff, care providers and volunteers understand and are able to apply the policy
- The written behaviour guidance policy must be reviewed with the parents of each child when they are first enrolled in the family home day care program.

The following provisions are included in the Day Care Regulations and must be followed by every agency and must be included in the agency's behaviour guidance policy:

Behaviour guidance

19 (1) Each licensee, facility director, agency director, family home consultant, care provider, staff member and volunteer of a licensee must behave in a manner that does not harm any child who is attending the day care program, and in particular must not do or permit any of the following:

- (a) use corporal punishment, including
 - (i) striking a child directly or with any physical object, and
 - (ii) shaking, shoving, spanking and other forms of aggressive physical conduct;
- (b) require or force a child to repeat physical movements;
- (c) use harsh, humiliating, belittling or degrading responses of any form, whether verbal, emotional or physical;
- (d) confine or isolate a child;
- (e) deprive a child of basic needs, including food, shelter, clothing and bedding.

(2) A licensee must have a behaviour guidance policy and must do all of the following:

- (a) provide training in the policy for the licensee's directors, staff, care providers and volunteers before they begin their employment or volunteering;
- (b) ensure that the policy is reviewed with the parents of a child at the time of the child's enrolment in a program operated by the licensee;
- (c) ensure that the policy is reviewed with all of the licensee's directors, staff, care providers and volunteers on an annual basis, or more often if needed;
- (d) have a written record of the licensee's compliance with clauses (a), (b) and (c);
- (e) ensure that each of the licensee's directors, staff, care providers and volunteers comply with the policy.

19 Parent Involvement and Communication

The agency is extremely interested in having parents involved in the family home day care program. Communication with parents and receiving feedback from parents are keys to our success. The agency will communicate with parents through the care provider and when required, directly by regular mail and email, where possible.

(If applicable) The agency also has established a website, which also contains information which is important to parents. See: [insert website address]

19.1 Parent Bulletin Board:

The agency and each care provider must have a parent bulletin board that contains information of interest to parents and information required by the regulations to be posted (see list below). The bulletin board must be posted in a conspicuous place in the family day care home and also at the agency.

Besides the required information, the bulletin board should also include program information that may be of interest to parents, notices regarding upcoming meetings and activities, as well as parenting and community information that may assist parents. Parents should make sure to check the bulletin board regularly.

The regulations state that the parent bulletin board must include the following information:

- A copy of the agency's license from the Department of Community Services
- A copy of the last licensing inspection report from the Department of Community Services
- A notice indicating that the following information is available for viewing by the parents:
 - Day Care Act, the Day Care Regulations, see also link at:
<http://gov.ns.ca/coms/families/provider/FamilyHomeDayCare.html>)
 - the agency's policy respecting licensing and care provider approval
 - the agency's policy regarding enrollment and attendance
 - information on the agency's program
- A copy of the agency's behaviour guidance policy
- The minutes of the last parent committee meeting
- Notice of the next parent committee meeting (at least two weeks before the meeting date)
- Rules and procedures respecting evacuation from fire or other emergencies
- A card listing addresses and telephone numbers of staff members, substitute staff, taxi, ambulance, hospital, fire department, police and other emergency information
- A copy of any critical issues notification sent to parents (see next subsection)

19.2 Critical Issues Notification:

When critical issues arise which could impact the way the family home day care is run or managed, the agency must provide notice in writing to parents. In particular, the agency must notify the parents if any of the following occur:

- (a) the approval of a care provider or a family day care home they manage is or will be revoked;
- (b) a family day care home or agency is closed or sold;
- (c) conditions are imposed upon the agency's license or any written information about the agency's license or program has been given to the agency by the Director;
- (d) the police or an agency established under the *Children and Family Services Act* are investigating a matter involving a care provider or other person associated

with the family home day care, unless the police or the agency established under the *Children and Family Services Act* directs otherwise.

Notice of a closure or sale under (b) above must be given at least 2 weeks before the date of the closure or sale. Any notices under this section must be in writing and must be

- (a) sent by registered mail to the last known address of a person who is required to be notified;
- (b) posted in a conspicuous location in the family day care home.

20 Parent committee

Another method for communicating with parents is the parent advisory committee. Each agency must establish a parent advisory committee to provide a forum for parents to have input into, and receive notice of, any matters of interest or concern to the parents. The parent advisory committee is also a body that will be used by the Department of Community Services to communicate directly with the parents, if there are issues with the agency's license. This communication will come from the Director of Early Childhood Development Services (referred to as "the Director" in the regulations). If you are interested in being a parent representative of the parent committee, please let us know.

Below are the relevant parts of the regulations:

- 47** (1) A facility director or agency director must establish a parent committee to provide a forum in which parents provide input and receive notice of any matters of interest or concern to the parents.
 - (1) If the licensee is a non-profit organization with a Board of Directors, the parent committee may be a sub-committee of the Board.
 - (3) A parent committee must be established
 - (a) in the case of an agency, no later than 3 months after the date the agency approved the first family day care home under its management; or
 - (b) in the case of a facility, no later than 3 months after the date at which more than 6 children are enrolled.
 - (4) A parent committee must be composed of at least 5 members, as follows:
 - (a) at least 3 parents of children currently enrolled in a program operated by the licensee;
 - (b) 1 representative of the licensee or its director, who must attend each meeting of the committee; and
 - (c) 1 representative of the staff who provide regular care for children or, in the case of a family home day care program, 1 care provider.

- (5) The majority of the members of a parent committee must be parents of children currently enrolled.
- (6) A facility director or agency director must provide the Minister with information about the composition of its parent committee.
- (7) A facility director or agency director must immediately notify the Minister of any changes in the composition of the parent committee.
- (8) The Minister may provide a parent committee chair and, if the Minister considers it necessary, other committee members with a copy of any notice or written information about the status of the license at the same time that the Minister gives it to the licensee.

Parent committee meetings

- 48**
- (1) A parent committee must meet at least 2 times a year.
 - (2) A parent committee meeting must be open to all parents of enrolled children.
 - (3) At least 2 weeks before the date of a parent committee meeting, the facility director or agency director must do all of the following:
 - (a) give written notice of the meeting to the parents of all enrolled children;
 - (b) post a notice of the meeting in a conspicuous location in the facility;
 - (c) in the case of a family home day care program, provide a notice of the meeting to the care provider in each family day care home managed by the agency and request that it be posted in a conspicuous location in the family day care home.
 - (4) A notice of a parent committee meeting must inform the parents that they may add items to the meeting's agenda.
 - (5) A parent committee may discuss any matters of interest or concern to the parents, including the following:
 - (a) the safety, care and well-being of the children;
 - (b) the status of facility's or agency's license;
 - (c) the programs provided by the licensee;
 - (d) the equipment and materials available to children;
 - (e) staffing patterns and staff qualifications.

Minutes of parent committee meetings

49 (1) No later than 2 weeks after the date of a parent committee meeting, the facility director or agency director must produce minutes of the meeting.

(2) A copy of the minutes from a parent committee meeting must

(a) remain posted at the facility until the minutes of the next meeting are posted;

(b) be kept on file by the licensee for inspection by the Department, as required; and

(c) in the case of an agency, be distributed to each care provider associated with the agency.

22 Grievance Procedure

Although the our family home day care agency, through approved care providers, makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events, situations or staff. If that occurs, parents are encouraged to talk to the care provider as a first point of contact. It is best to have this discussion after regular hours, one-on-one, when the care provider is not still looking after children.

If the care provider is not able to address the concern satisfactorily, or if the concern is serious enough to warrant immediate review, parents are encouraged to contact the agency's family home consultant at the numbers listed at the front of this handbook. The family home consultant will then investigate the concern/situation, will schedule meetings as necessary with appropriate parties to gather relevant information, and will work with the care provider and the parents to resolve the issue. Parents and the care provider will be kept informed throughout the process (within confidentiality requirements).

Our goal is to provide quality child care. We encourage parents to bring their concerns to our care providers and the family home consultant as soon as they arise, so that we can work together to resolve issues quickly without impacting the quality of the care provided.

Appendix P – Developing A Behaviour Guidance Policy

Guidelines for Developing A Behaviour Guidance Policy

1. Introduction and Overview

- All licensed child care centres and family home day care programs are required to have a written policy for staff, care providers and volunteers with respect to permitted and prohibited behaviour guidance practices.
- The written policy must be posted in a conspicuous place in the centre, agency or family day care home and must be adhered to at all times. It is recommended that the behaviour guidance policy be posted on the parent bulletin board.
- The written policy must be reviewed with staff, care providers and volunteers:
 - prior to the start of their employment or their interaction with the centre or agency; and
 - annually thereafter to ensure that staff, care providers and volunteers understand and are able to apply the policy
- Staff must sign and date that they have received and reviewed the policy each year and operators/agencies are responsible for making sure that this documentation is available for inspection or review by Department of Community Services licensing staff.
- The written policy must be reviewed with the parents of each child at enrolment time. It is recommended that parents be provided with a copy of the behaviour guidance policy.

2. Developing Your Centre or Agency's Behaviour Guidance Policy

An important goal of quality early learning environments is helping children learn self-discipline and self-control. For children, the road to developing self-discipline and self-control begins with the development of self-confidence, trust and independence. A well planned and developmentally appropriate program, and a patient and tolerant care provider who understands children and their development, are important in reaching this goal. By guiding children's behaviour, rather than punishing their inappropriate actions, care providers can facilitate the development of essential conflict resolution skills. When deciding upon behaviour guidance strategies, consider your expectations for children, your room environment, your programming ideas and your schedule.

A behaviour guidance policy should include sections on each of the following topics:

- Prohibited Behaviour Guidance Practices
- Expectations for Children
- Environment and Materials

- Program and Schedule
- Approaches to Discipline
- Prevention Strategies
- Intervention Strategies
- Helpful Hints for Care Providers
- Specialized Individual Behavioural Interventions

Below is a sample behaviour guidance policy.

A) BEHAVIOUR GUIDANCE

The following provisions are included in the Day Care Regulations and must be followed by every operator and agency.

19 (1) Each licensee, facility director, agency director, family home consultant, care provider, staff member and volunteer of a licensee must behave in a manner that does not harm any child who is attending the day care program, and in particular must not do or permit any of the following:

(a) use corporal punishment, including

(i) striking a child directly or with any physical object, and

(ii) shaking, shoving, spanking and other forms of aggressive physical conduct;

(b) require or force a child to repeat physical movements;

(c) use harsh, humiliating, belittling or degrading responses of any form, whether verbal, emotional or physical;

(d) confine or isolate a child;

(e) deprive a child of basic needs, including food, shelter, clothing and bedding.

(2) A licensee must have a behaviour guidance policy and must do all of the following:

(a) provide training in the policy for the licensee's directors, staff, care providers and volunteers before they begin their employment or volunteering;

(b) ensure that the policy is reviewed with the parents of a child at the time of the child's enrolment in a program operated by the licensee;

(c) ensure that the policy is reviewed with all of the licensee's directors, staff, care providers and volunteers on an annual basis, or more often if needed;

(d) have a written record of the licensee's compliance with clauses (a), (b) and (c);

(e) ensure that each of the licensee's directors, staff, care providers and volunteers comply with the policy.

B) EXPECTATIONS FOR CHILDREN

By nature, children differ from each other in activity level, personality and level of development. It is this difference which helps shape them into unique and interesting human beings and it is also this difference which at times makes it challenging for them to participate in group care.

- As teachers of young children, we respect and expect these differences.
- We design our curriculum to accommodate and support these differences.
- We recognize that growing and learning means making mistakes and that difficulties are a normal and expected part of children's development.

C) ENVIRONMENT AND MATERIALS

The way in the child care environment is designed and utilized can encourage or discourage desired behaviour in children. We are aware of this and strive to create an environment that is child friendly, encourages cooperative play and reduces opportunities for conflict. We ensure that:

- The environment is divided into specifically designated areas or centres and consideration is given to types of play which will occur in the areas. For example, noisy and messy areas are available and are kept separate from the quieter areas.
- Plenty of space is allocated for all areas, especially ones which lend themselves to socialization and movement such as block area and house area.
- Traffic flow in all of the rooms is considered and the environment is designed to work with the flow to minimize accidents. For example, we avoid placing areas in the middle of the room and in front of doors where children can bump into others' creations.
- Toys and materials are in good supply, are in good repair and are age-appropriate.
- Open-ended /multi-use materials are maximized so that they can be used in a variety of ways. These materials support creativity and problem solving skills of the children and minimize frustration and discipline issues.

D) PROGRAM AND SCHEDULE

If programming involves a lot of sitting and listening by the children, rather than acting and doing, they may get frustrated and discipline problems may arise. Outside activity will allow children opportunities to channel energies constructively and perhaps eliminate non-constructive behavioural episodes. We ensure that:

- Programming activities are planned ahead of time with the children's interests and levels of development in mind.
- Programming is designed to keep children actively involved in the learning process, to exercise their bodies and their senses as well as their minds.

- Programming includes a period of outdoor activity each day, provided that it is safe for children to be outdoors.

A well planned and consistent schedule will provide children with the opportunities to develop trust, security and control.

- Schedules are planned and consistent, but are flexible enough to incorporate unexpected events or situations.
- Schedules are followed whenever possible.
- When the planned events and set schedule must be changed, the children are informed in advance so they can re-organize their expectations.
- The schedule reflects a good balance of active and quiet activities, and indoor and outdoor play.

E) APPROACHES TO BEHAVIOUR GUIDANCE

Reasonable approaches to behaviour guidance for children in family home day care shall be in place. The following are acceptable approaches to behaviour guidance of children:

- setting limits;
- setting standards of behaviour;
- providing explanations;
- providing choices;
- being firm but flexible;
- anticipating the child's needs;
- recognizing child differences in age, temperament, and experience;
- ignoring, where appropriate, and
- distracting and removing child from the situation.

F) PREVENTION STRATEGIES

Many teaching strategies can be implemented to help minimize conflict situations. No care provider will be able to completely eliminate conflict; in fact some conflict is needed to teach children coping mechanisms and how to deal effectively with conflict. Conflict situations can be, if handled appropriately, great learning experiences for children in developing social skills and learning how to get along with others. Although a care provider may not want to completely eliminate conflict situations, care providers also don't want to create them or escalate them when they do occur.

The following prevention strategies are followed by care providers:

1. Establish clear, consistent and simple limits and provide explanations for limits.

Limits are statements of what behaviour is expected of the children. When children understand the reasons for limits, they are more likely to comply. Limits should be related to the safety, protection and rights of self, others and the environment.

- Limits are reasonable and used to protect the children and ensure their safety.
- Limits are clearly stated within the child's ability to understand.
- Limits are consistently enforced by all adults, including substitute care providers and family home consultants.
- Limits are explained to the children so they understand why they should follow the limit. For example:

Say: *"When you sit down to drink your juice, it won't spill and make a puddle someone could slip in."*

Rather than: *"Sit down"*

2. State limits in a positive way, and periodically remind children.

Telling children what to do, rather than what not to do, reinforce for children what behaviour is acceptable and decreases the likelihood that they will respond defensively. Also, reminding them every once in a while, reflects an attitude of understanding on the adult's part. We all get involved in tasks from time to time and forget to do things that we are supposed to do, or we look for short cuts in accomplishing our tasks. As a result, we might forget to wash our hands or walk across the room.

A gentle reminder followed by a statement of what is acceptable goes a long way in teaching self-control and self-discipline without sacrificing self-confidence and child control. For example:

Say: *"Hang your coat up, please."*

Rather than: *"Don't leave your coat on the floor"*.

3. Provide opportunities for children to make choices throughout the day.

Children naturally require opportunities to exercise their decision-making skills. It is essential to provide times throughout the day for children to make choices. Let them decide what area to play in during free play time, allow them opportunities to decide on some songs they can sing during circle time or where to put the eyes on the mask they are making. Decision making is not only a valuable skill to learn, it also reinforces child control and minimizes frustration. Learn to phrase your words in order to support choice for children, but still accomplish the tasks of your program.

Say: *"Would you like to clean up in the block area or the house area?"*

Rather than: *"Would you like to clean up?"*

4. Focus on the behaviour, not on the child.

In a behaviour guidance situation, focusing on the child's character tends to produce feelings of guilt and shame for the child and ultimately lowers self-esteem. On the other hand, focusing on the behaviour, preserves the child's dignity as well as provides information for correcting the behaviour.

Say: *“When you grab the crayon, it makes Jamal angry”.*

Rather than: *“You should be ashamed of yourself for grabbing”.*

5. Ignore minor incidents.

Adults who work with young children need to have realistic expectations for what a child care environment will be like. They must learn to develop a tolerance for a certain amount of noise, clutter and attention-seeking behaviour. As long as children’s behaviours are not compromising their safety, the safety and rights of others and the safety of the environment, it may be best not to intervene.

6. Prepare children for transitions.

Moving from one activity to the next is difficult for children. Make sure that you give them plenty of warning prior to end of one activity and start of another. Try to punctuate the end of an activity with concrete measures of time. For example: *“When the bell rings, it will be time to tidy up”.*

Help the children feel excited about the next activity by talking about it. For example: *“After snack time, we will have circle time and we are going to sing and dance together”*

7. Model and encourage appropriate behaviour.

Children learn a lot by watching what is going on around them. If you want children to exhibit pro-social behaviour, you must model it in the home. This is no time to “do as I say, not as I do”. If you want children to use their inside voices, make sure that you are not shouting across the room. When children do exhibit behaviours which are appropriate, encourage them by telling them how their positive behaviours affect others around them.

8. Interact with children.

Interacting with children during their day, especially during free play time, both indoors and outdoors, is a very effective proactive behaviour guidance strategy. By being available through non-threatening play situations, you can both model appropriate behaviour as well as diffuse potentially difficult conflict situations. Not many behaviour problems escalate immediately. There is a building-up period which occurs and of which the care provider should be aware.

- Care providers should face the children, not turn their backs on them
- Visually scan the room, as you are interacting with children
- Place tall shelves against walls so they don’t block the view of the whole room
- Move through the room by visiting various centres
- Be available to help children clarify their meaning to others

G) INTERVENTION STRATEGIES

When the inevitable undesirable behaviour occurs, and you have to step in and intervene, **the goal of your intervention should be to provide guidance and support not to punish and solve the problem.** The prevention strategies identified in this hand-out will assist you in meeting that goal.

1. Physical closeness and touch

Adults can often help put children back on the track to appropriate behaviour or help them regain self-control by physically getting closer to them, by gently touching them or by holding them on their lap.

2. Remind and redirect if necessary

Reminding children of the rules is an effective intervention strategy, especially when the rules being broken are not putting anyone in danger. Remember, young children have short memories and become distracted easily. Reminding children is in the job description of any adult working with young children. When behaviour is putting someone in danger, you may need to both remind and redirect. A child who is throwing sand at other children needs to be reminded that sand stays in the sand box, because throwing it will hurt other children and needs to be directed to doing other things with the sand. This re-direction can include choices as the child is encouraged to think of other ways to use the sand, or if the child is having difficulty coming up with alternatives, the teacher can provide several to choose from. Try not to immediately make one of these the removal of the privilege of being in the sand box.

3. Get the child's attention

When you have to intervene in a discipline situation, which is not causing immediate danger to anyone involved, approach in a respectful way. Walk over, get down to child's level, establish eye contact and use a calm, controlled voice tone. A calm, controlled voice tone and non-threatening body language can assist in diffusing a discipline situation rather than escalating it. Do not shout at the child from across the room

4. Acknowledge Feelings

When dealing with a behaviour guidance issue, make sure that you acknowledge the feelings of the child and/or children involved in the situation prior to setting limits. When there are several children involved, don't forget to address all of them. Begin by asking the children to tell you how they feel. For example:
"Can you tell me how that makes you feel when Deb grabs your truck?"

If the children are having a difficulty expressing themselves verbally, help them out. For example:
"Deb, how does it make you feel when you really want the truck, and Shahara won't give it to you?"

Developmentally, they may not be able to describe feelings, or emotionally, they may be too upset at the time. For example:

“You look very angry to me, but I can’t let you kick Shahara.”

5. Assist children in problem-solving the situation

As a care provider, you are a resource for the children during this challenging period. Once you have acknowledged feelings, begin the process of helping the children find solutions. Begin by stating what the problem is. For example:

“It looks to me like you both want the bike.”

Ask the children what they think you can do about that. If they don’t have any suggestions, provide some choices for them. Your job is largely to facilitate, clarify information verbally and largely to ensure that no further physical contact occurs. Try to remember that your job is not to solve the problem for the children. The end result of this may be that so much time is spent on social problem-solving, that nobody gets the bike. You can help the children anticipate this outcome by verbally reminding them of the time using a matter of fact voice tone. And remember, this is a “teachable moment” where valuable negotiation skills can be learned by the children.

H) HELPFUL HINTS FOR CARE PROVIDERS

- Keep your own emotions under control
- Maintain calmness in your own voice tone and body language
- Be non-judgmental of children
- Get to know children’s family and communicate behaviour issues
- Don’t demand that children apologize
- Avoid sounding moralistic
- Avoid using abstract, subjective terms like “play nicely”. Be clear and describe behaviours
- Don’t hold a grudge.
- If you feel your own level of frustration rising, contact the family home consultant and discuss the situation

J) SPECIALIZED INDIVIDUAL BEHAVIOURAL INTERVENTIONS

- If you have determined, that you have children in your program who are not responding to the behaviour guidance strategies outlined in your policy and implemented by you, you should contact the family home consultant for guidance.

Behaviour Guidance Management Resources

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Appendix Q – Care Provider Handbook

Sample of a Care Provider Handbook

Create cover page using agency logo or letterhead

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1 **Welcome and Introduction**

Welcome and introduction to the program, and the purpose of the manual are outlined in this section.

Welcome to our family home day care agency. This Care Provider Handbook has been designed to provide you with information about our program and policies and to address issues that may affect you as a care provider. Please read it and keep it for future reference. Open, two-way communication is important to our success in delivering a quality Family Home Day Care program. If you have any questions, concerns, ideas, or comments regarding the program, policies or other matters, please feel free to speak to us or to put your thoughts in writing.

1.1 **Agency Contact Information:**

[Include name of agency owner/chair of board and agency director, phone numbers for these individuals, mailing and civic address for the agency, fax number and email address for the agency. If the agency has a web site, include this information as well.]

1.2 **Family Home Consultant Contact Information:**

[Include name of the family home consultant, phone number, mailing and civic address where the family home consultant can be reached, fax and email address for the family home consultant.]

2 **Care Provider Contact Information:**

You are valued part of a team of care providers that is working with our agency to deliver a quality Family Home Day Care program. Below is contact information regarding other care providers that are working with our agency.

[Insert the names of all of the care providers associated with the agency, and their phone numbers, mailing and civic addresses, fax and email addresses.]

3 **Philosophy and Mission Statements**

Insert the philosophy and/or mission statement prepared as part of the proposal.

4 **Administrative Structure and Personnel**

Our agency is a [for profit business/non-profit organization] which is headed by the [owner/chair of board of directors], who is [insert name of owner or chair of board] _____ .

[If non-profit organization insert description of board of directors role and various board committees - this the same information you have included in the agency personnel and management policy -see Appendix "N"] For example:

4.1 **Board of Directors:**

Describe the board make up as spelled out in documents of incorporation under the Societies Act and include a description of any standing board committees, their roles and responsibilities

e.g. The Board of Directors consists of parents, interested community members, and professionals in the field. Elections to the Board occur annually. Parents are welcome to attend the Board meetings and to become members of the committees.

Duties of the Board:

- ensure that regular planning of board and agency activities is carried out
- ensure that the agency meets all legal requirements
- ensure that a high quality child care and education program is in place, and is in accordance with the Philosophy and Mission Statement
- develop policies, make informed decisions and oversee the agency's operations, in accordance with the Philosophy and Mission Statement
- ensure favorable external relations for the agency

4.2 **Board Committees:**

4.2.1. *Personnel Committee*

The Personnel Committee is responsible for overseeing selecting, hiring, and disciplining staff at the agency, with the approval of the Board of Directors. The Committee consists of a Chairperson and two other members, one of whom is the Director.

Duties of the Personnel Committee

- ensure the employment of the most suitable, qualified staff in an unbiased, consistent process
- ensure that fair personnel policies are established and maintained
- ensure that staff performance evaluations and program reviews are conducted and reviewed
- define staff job descriptions

4.2.2. *Finance Committee*

The Finance Committee is responsible for monitoring and informing the Board of Directors about the financial viability of the agency. This committee works in collaboration with the Fundraising Committee and Admissions Committee. The committee consists of a certified accountant, the director, and one other member.

Duties of the Finance Committee

- ensure that the financial resources are sufficient to meet operational requirement
- ensure the development and regular review of the annual budget
- update and make recommendations to the Board regarding parent fees and all other sources of income
- monitor the financial situation monthly, and make proposals to the Board regarding income, expenditures, and assets
- be knowledgeable about all previous financial reports

4.2.3. *Fundraising Committee*

In consultation with the Board, this Committee is responsible for formulating, recommending and implementing programs which help support the agency's financial needs. The fundraising Committee also increases public awareness of the agency and raises public support through campaigns recommended and approved by the Board. Membership of this committee includes the director, and staff and parent representatives.

Duties of Fundraising Committee

- in consultation with the Board, devising potential fundraising campaigns
- implementing and overseeing approved, viable fundraising campaigns
- identify potential funding sources and assist in preparation of grant applications

4.2.4. *Building and Maintenance Committee*

The purpose of this Committee is to maintain the physical structure of the agency and its surroundings. The members of this committee includes: the director, and staff and parent representatives.

Duties of Building and Maintenance Committee

- ensuring that the physical structure and environment owned by the agency are in good repair and in compliance with the current rules and regulations set by the Day Care Act , and Regulations and the municipality guidelines.
- review of the licensing reports and recommendations in consultation with the Board
- planning, recommending and implementing any improvements to the agency's structure and property

4.2.5. *Program Committee*

This Committee is responsible for ensuring that the agency provides a high quality Family Home Day Care and education program in accordance with the Philosophy and Mission Statement. The members of this committee include the director, and parent and staff representatives.

Duties of Program Committee

- annual review of program evaluations conducted by the staff and director
- recommendations in consultation with the Board, staff, and director regarding the program at the agency and family home day care

4.2.6. *Publicity/Advertising Committee*

This Standing Committee is responsible for raising public awareness of the agency and its programs, in consultation with the Board and the Fundraising Committee. The members of this committee may include parent, staff, and community representatives.

Duties of Publicity/Advertising Committee

- development of external publicity material for the purpose of raising public awareness of the programs offered and the clientele served, reaching potential clients, widening clientele base, and the recruitment of volunteers as needed for the operations of the agency
- annual review and evaluation of the Parent Policy Manual in consultation with the director and the Board

5 Owner Operated Administrative Structure (if applicable)

[If owner operated insert information on role of the owner - this should be the same information that you have included in the agency personnel and management policy - see Appendix "N"]

For example:

5.1 **Duties of Owner:**

The owner of the agency is accountable for the following duties:

- ensure that regular planning of agency activities is carried out
- ensure that the agency meets all legal requirements
- ensure that a high quality child care and education program is in place, and is in accordance with the Philosophy and Mission Statement
- develop policies, make informed decisions and oversee the agency's operations, in accordance with the Philosophy and Mission Statement
- ensure favorable external relations for the agency
- define staff job descriptions
- oversee selecting, hiring, and disciplining of Agency director
- ensure that Agency director follows fair hiring practices and employs the most suitable, qualified staff in an unbiased, consistent process
- monitor performance of Agency director and complete annual performance evaluations
- ensure Agency director and care providers are delivering the family home day care program in accordance with program guidelines and documentation submitted in the agency's proposal
- monitor the financial viability of the agency
- ensure that the financial resources are sufficient to meet operational requirement
- review and set parent fees
- identify other sources of income and assist with fundraising campaigns
- increases public awareness of the agency
- develop publicity and advertising materials for the agency
- ensure that the physical premises which house the agency are in good repair and well maintained in compliance with the current rules and regulations set by the Day Care Act and Regulations and the municipality guidelines.
- review of the licensing reports and recommendations and ensure that facilities are in compliance
- plan and implement any improvements to the agency's structure and property

6 **Roles and Responsibilities of Agency Staff**

Explains the staff positions and job descriptions at the agency. For example:

The staff at our agency consists of an Agency director, Family Home Consultant, and an administrative coordinator. We also work regularly with volunteers and occasionally with students.

6.1 **Director of the Agency (if applicable):**

An agency may be an established business or organization which has an agency director in place. This position is not required by the Family Home Day Care Program Regulations, but may exist as part of the business or organization that has applied for the agency license. If the position does exist, list the duties of that position here. For example:

The agency director is appointed and hired by the Board / owner and is the person primarily responsible for the delivery of the Family Home Day Care program on behalf of the agency. The agency director is responsible to the Board/ owner for the implementation, supervision, and coordination of all aspects of the operation of the agency. This work is done under the direction of the Board/owner, and in compliance with the Day Care Act, Day Care Regulations.

6.1.1. *Qualifications*

Set out the qualifications the agency has developed for the director position

6.1.2. *Duties*

Set out the duties of the agency director, for example:

The agency director is accountable for the following duties:

Financial

- is accountable for the financial management of the agency, including revenue and expenses, payroll, records, bills, bank deposits, statements, tax deductions and payments, grants, donations, petty cash.
- develops and regularly reviews the annual budget
- monitors the financial situation monthly, and make proposals to the Board/owner regarding income, expenditures, and assets
- is knowledgeable about all previous financial reports
- prepares reports and makes application for subsidy payments if applicable
- purchases supplies and equipment as needed, subject to Board/owner approval
- in consultation with the Board/owner, devises potential fundraising campaigns
- implements and oversees approved, viable fundraising campaigns
- identifies potential funding sources and assists Board/owner in preparation of grant applications
- maintains updated inventory records of supplies and equipment

Reporting and licensing

- attends Board and Committee meetings as required, and provide regular updates on program and agency activities to Board/owner
- assists with appropriate officials and Board in meeting annual licensing requirement
- ensures comprehensive insurance coverage is in place for the agency
- maintains a healthy and safe environment, and ensures agency's compliance with fire, safety and health regulations in consultation with the relevant committees and the Board /owner

Communication

- communicates openly and frequently with staff and parents
- annually reviews and evaluates the Parent Policy Manual and recommends changes to the Board/owner
- keeps staff updated on policies, procedures, changes, admissions, current field research and ideas through regular staff meetings and communication

Program review

- in conjunction with staff and care providers, completes annual review of program
- makes recommendations to the Board/ owner regarding improvements or changes to the Family Home Day Care program
- keeps up-to-date on issues relating to program design and delivery

Personnel management

- assists in interviewing, hiring, disciplining, dismissing, and orientation of staff in consultation with the Board/ owner
- plans and arranges training workshops for agency staff development
- reviews and updates job descriptions in consultation with the Board / owner
- supports and supervises staff and ensures staff follow duties set by the job description
- evaluates family home consultant and other agency staff
- maintains confidential personnel records in relation to agency staff and care providers
- assumes family consultant responsibilities for brief periods of time when necessary

6.2 Family Home Consultant:

The family home consultant is a required position under the Day Care Regulations. Duties and responsibilities are set out in the Day Care Act and Regulations. Remember that if the agency does not have an agency director, the items listed above under agency director must also be included as duties of the family home consultant, or must be listed as duties of the owner.

The family home consultant coordinates a Family Home Day Care program on behalf of the agency and delivers the support services to the care providers. This includes recommending approval of, supporting and monitoring care providers for an agency

6.2.1. Qualifications

Set out the qualifications the regulations require for the family home consultant and any additional qualifications that the agency has developed for the position, for example:

A family home consultant must have:

- (a) a level 2 or level 3 classification;
- (b) at least 2 years' experience working in an early learning and child care program.

6.2.2. Duties

Set out the duties of the family home consultant, for example:

The family home consultant is accountable for the following duties:

- maintains updated medical information on staff and children and care providers
- interviews potential clients and register children
- deals with parent complaints/concerns/comments
- provides parents with information on program activities and changes

- updates Parent Policy Manual and publicity materials in consultation with relevant committees and Board / agency director
- acts as liaison between agency and community
- maintains detailed knowledge of relevant community resources
- provides information to care providers about community resources
- maintains current substitute list to assist care providers who need relief
- monitors availability of child care spaces, develops a waiting list, and works with care providers maintain maximum enrolment
- works with care providers to match waiting children and families to care providers and available spaces in appropriate settings
- posts all required and relevant information at the agency for parents, staff and visitors
- in collaboration with agency director and the care providers, plans and implements play group activities that provide children with developmentally appropriate activities
- keeps updated on new program ideas and activities
- maintains resource files/library for personal use and use by care providers
- maintains updated supply list for play groups & lending library and
- organizes space, equipment and materials as needed for activities, and in compliance with the Day Care Act and Regulations
- develops community and multicultural awareness, and self-help skills to assist care providers
- evaluates the care providers' programs and assists care providers with improvements
- complies with all agency policies and procedures, philosophy and mission statement
- maintains open communication and shares ongoing information regarding concerns/comments about a program with parents, staff, care providers, specialists and director as needed, and respecting confidentiality policies
- notifies director of program needs
- supervises substitutes, students and volunteers
- maintains knowledge about and complies with Day Care Act and Regulations maintains confidentiality of information relating to children, families, staff and the director
- maintains current first aid and infant CPR training
- works with care providers to implement monthly practice procedure for fire and other emergencies
- etc.

6.3 **Volunteers:**

Volunteers are always welcome at our agency to assist agency staff with the delivery of the family home day care program. They will work under the direction of the agency director or the family home consultant. Requirements and responsibilities will vary with the situation. Volunteers must adhere to agency policies and are responsible for signing in and out of the volunteer binder, noting the date and the activity in which they are participating or the care provider home in which they are helping out.

7 **Duties and Responsibilities of Care Providers**

7.1 With respect to the delivery of the program, the care provider is responsible to:

- Cooperate with monthly visits from family home consultant

- Participate in regular professional development coordinated through the agency
 - Assist with recruitment and selection of families who need child care
 - Provide quality day care that ensures the health, safety and well being of the children in their care and promotes positive healthy development in children
 - Provide a developmentally appropriate program to the children that facilitates and stimulates intellectual, physical, emotional and social development appropriate to the developmental level of the child and includes activities to encourage language development.
- 7.2 With respect to keeping parents informed, the care provider is responsible to:
- Develop policies and parent guidelines regarding hours of operation and other matters pertaining to the delivery of family home day care
 - Encourage participation of parents in program and communicates well with parents, including participating in parent committee when requested
 - Post required information on a parent bulletin board which is located in a conspicuous place within the family day care home. This includes information on how parents can access the Day Care Act and Regulations and Standards on enrolment and attendance criteria, monthly menus, program and staff/child ratios on reasonable notice and at a reasonable time.
 - Display a copy of the agency license.
- 7.3 With respect to keeping appropriate records, the care provider is responsible to:
- Maintain current first aid and CPR certificate
 - Complete personal Child Abuse Register check every three years
 - Complete personal criminal records check every three years
 - Ensure Child Abuse Register and criminal records checks are completed every three years for all other people who live in the family day care home
 - Maintain daily records in respect of infants and toddlers regarding any special information such as unusual occurrences and other pertinent information that is not necessarily a daily occurrence. Provide space in the daily records for the parents to write special instructions or information in respect of their child and make the daily infant and toddler records available to the parents at the end of each day.
 - Keep a register and for each child enrolled in the family day care home, which includes:
 - (a) the names and home addresses of the parents or guardian and the child, and the date of birth of the child;

(b) the name and address of the child's physician and the person to be notified in case of an emergency, the admission, daily attendance and discharge date for each child.

- Keep a record of each child including applications for admission, medical, financial, progress reports, consent forms from the parents or guardian for emergencies and outings, and such other information as may be required, and maintains those records for two years following the date the child leaves the family day care home.

7.4 With respect to managing behaviour, the care provider is responsible to:

- Understand and apply the agency's behaviour guidance policy at all times
- Post a copy of the agency's written policy with respect to permitted and prohibited behaviour guidance practices on the parent bulletin board
- Review the behaviour guidance policy annually and demonstrate understanding of behaviour guidance principles.
- Review the written behaviour guidance policy with the parents of each child at enrolment time.

7.5 With respect to health and safety, the care provider is responsible to:

- Ensure proper food handling.
- Monitor water safety.
- Ensure that the sleeping area for infants is under their supervision at all times when infants are present.
- Monitor the health of the children being cared for, be able to recognize symptoms of ill health in the children and act appropriately, including
 - (a) safely removing any child with a communicable disease and not permitting that child to associate with other children in the family day care home until the child can be seen by a qualified medical practitioner;
 - (b) immediately securing the necessary medical assistance and notifying the parents or guardian of the child when an accident, or serious illness or communicable disease occurs;
 - (c) keeping readily available a first aid kit approved for emergency treatment.
- Maintain a healthy and safe child care environment by:
 - (a) ensuring that all medical supplies, drugs or medicines, whether or not ordered by a qualified medical practitioner or used by any staff, are carefully labeled with the name of the child or the staff person, the date, and instructions, and kept out of reach of children in locked storage space.
 - (b) keeping cleaning and medical supplies out of reach of the children

- (c) ensuring that safety belts are used for infants when they are in highchairs, infant seats and strollers;
- (d) washing hands before and after diapering each child and before food preparation;
- (e) ensuring that the counter of the diapering area is cleaned with a disinfectant after each diapering;
- (f) cleaning all toys for infants and toddlers with disinfectant when necessary or at least twice weekly and checked for broken pieces or other hazards on a daily basis;
- (g) cleaning and sanitizing toys used by preschoolers and school-age children at least weekly or more often if necessary
- (h) cleaning highchair trays with a disinfectant after each use.

7.6 With respect to fire safety, the care provider is responsible to:

- Establish and post rules and procedures respecting evacuation from fire or other emergencies.
- Carry out a monthly fire drill.
- In a conspicuous place such as the parent bulletin board, post a list of addresses and telephone numbers of taxi, ambulance, hospital, fire department, police and other emergency information.

7.7 With respect to maintenance of the premises and equipment, the care provider is responsible to:

- Comply with municipal by-laws
- Ensure that the family home is a suitable and appropriate space for caring for children and that equipment used is safe, and
 - (a) Provide adequate storage space for food, beds, play equipment, program supplies, cleaning and medical supplies;
 - (b) Provide children with furnishings of a suitable size
 - (c) Provide children with appropriate play materials and equipment
 - (d) Provide children with dishes, cutlery and personal hygiene items on an individual basis and maintain them in a sanitary condition at all times
 - (e) Provide each child under school age, who attends for more than half a day, with separate cots or mats, with washable and moisture resistant covers
 - (f) Provide bedding that is clean and sufficient for warmth.
 - (g) Ensure that office facilities and equipment shall not infringe upon the space or interfere with the routine activities of the children.
 - (h) Provide a crib or portable for each infant cared for and ensures that cribs meet the standards of the *Cribs and Cradles Regulations* made under the *Hazardous Products Act*.
 - (i) Ensure that strollers are equipped with a sun shade.
 - (j) Do not use playpens, jolly jumpers or walkers for children of any age.
 - (k) Ensure that outdoor play area is enclosed by fence at least 1.2 meters high or there is access to a safe and appropriate outdoor space nearby.

7.8 With respect to nutrition, the care provider is responsible to:

The care provider agrees to:

- Ensure that
- and standards respecting the safety, preparation and serving of food as approved by the Minister are in effect.
- Provide a nutritionally adequate meal providing servings from at least 2 of the food groups identified by Health Canada, including at least 1 serving of vegetables or fruit.
- Provide a nutritious snack in the morning and afternoon for all the children.
- Ensure the menus are developed, posted and followed as required by Regulation 26.
- Ensure that infant feeding requirements are followed as required by Regulation 27.

7.9 With respect to insurance and transportation, the care provider is responsible to:

- Carry adequate liability insurance to cover the family day care home.
- Ensure that every vehicle operated by or for the family day care home for the purpose of transporting children meets the requirements of the Motor Vehicle Act.
- Ensure that every person who is the driver of a vehicle operated by or for the family day care home for the purposes of transporting children is a responsible person, licensed under the Motor Vehicle Act to transport children.
- Ensure that the driver of a vehicle operated by or for the family day care home delivers every child transported in the vehicle to care provider is a member of agency staff or to the parent of the child or to a person appointed by the parent.
- Ensure the safety of the children in transit where the family day care home is providing transportation for the children.
- Ensure that infants and toddlers being transported in vehicles are seated in child restraint systems certified by Canadian Motor Vehicle Safety Standards (CMVSS).

8 **Area Served**

Our agency serves the following area:

[Insert description of municipalities/towns, communities or parts thereof, served by the agency]

9 **Number and Ages of Children**

Describe the number and ages of children cared for, including the overall restrictions that apply to all care providers. For example:

Our agency serves children 0-12. Each care provider serves a slightly different age group and mixture of children.

By law, each approved family home care provider is permitted to care for a maximum of 6 children at a time, including their own children. If you plan to care for children under school age or a mixture of school age and younger children, then you may only care for a maximum of 6 children including your own children, and you must not have any other children in your care. You must also ensure that the ages of the 6 children also meet the following restrictions:

- (a) no more than 2 of the 6 children may be infants (0-17 months inclusive);
- (b) no more than 3 of the 6 children may be toddlers or younger than toddlers (0-35 months inclusive).

If as a care provider you are planning on only looking after school aged children, you may care for a maximum of 8 school age children at a time, including your own children, and must not have any other children in your care.

If you have an infant of your own and you want to look after only infants, or if you have no children of your own but want to limit your child care responsibilities to looking after infants, then the you may look after a maximum of 3 infants at a time, including any of your own infants, and must not have any other children in their care.

10 Agency Program and Services

Describe the program and services offered at the agency.

[Use the program and services information included as part of the agency proposal - see Step 7 of the Guide to Starting a Family Home Day Care Agency.]

11 Special Needs Services (if applicable)

Description of special needs services offered by the agency

Our agency is inclusive and makes every effort to provide services for children with special needs. Please contact the agency for information on special needs services offered by the agency's care providers.

12 Care Provider's Program

In order to provide the children with routines and consistency needed for their development and to manage behaviour (see behaviour guidance section), each care provider is required to develop a daily/weekly/monthly program and schedule for the children. The program must be designed to facilitate and stimulate intellectual, physical, emotional and social development appropriate to the developmental level of the child and should include activities to encourage language development.

Care givers are to work with the family home consultant to develop a superior program that incorporates outdoor activities and interaction with other children through play groups and other services offered by the agency.

Parents will be interested in knowing the general routines and daily/weekly/monthly program schedule, so it is recommended that a copy of the schedule and other program information be posted on the parent bulletin board.

13 Fee Structure

Describe the fee structure for parents, explain the policy regarding late payments, late departure fees. For example:

13.1 Fee payments:

Care providers set their own daily/monthly fees, however the agency strives to ensure that the child care fees are in line with the daily rates recommended by the Provincial Government. We work with our care providers to keep fees as low as possible.

Fees may be paid in the form of cash, cheque, or money order. Parents are asked to provide post-dated cheques six months in advance.

If you have the capability and wish to accept debit, or credit card payments as well, you may do so, however keep in mind that there is usually a fee charged by banks for using such a service.

Fees are payable directly to the care provider.

Fees are payable for each day of the month that child care is provided regardless of whether or not the child is attendance.

13.2 Late Payments:

It is agency policy that a late payment fee of \$ _____ per day be charged for child care fees that are not paid on time. This late payment fee must be paid at the same time as the late fees in order to bring the account in to balance. This policy is in place to help you ensure the financial viability of your family day care home.

The agency also advises parents that child care services will not be provided to any family whose child care fees are more than two weeks in arrears.

OR

The agency has set the following policy for following up on outstanding balances. If the outstanding balance remains unpaid for two weeks, you must advise the agency and the agency will contact the parent regarding the matter. Depending on whether the child has a subsidized space, the family may be required to pay the balance immediately or a repayment schedule may be created to ensure that the balance is paid.

13.3 Early Drop Off and/or Late Pick-Up Fee:

Our agency encourages care providers to provide flexible child care services that meet the needs of the families using our services. The daily/monthly fees you have set are based on child care being provided during the hours of operation of the agency - see below. If parents require child care services earlier or later in the day, they must speak

to you or to the agency. In cooperation with our care providers, we make every effort to accommodate the needs of the families we serve.

The agency has set as a policy that an additional fee will be charged for any additional hours of service provided by the care providers. The hourly rate for additional hours is \$_____. Early drop-off and late-pick up fees must be paid to you on the same day the service is provided, i.e. when the parent drops off the child early or picks up the child late.

13.4 Fees During Vacations:

The agency has a policy that fees are not payable during vacation periods where the child is away from the home for one week or more at a time. You and your parents may agree to some other arrangement regarding fees during holiday periods, if you wish.

14 Hours of Operation

Explains the hours of operation for the agency.

15 General Holidays

Explain the statutory and additional holidays for which the agency and family home day care will be closed. For example:

The agency will be closed and you are not expected to provide child care services on statutory holidays. If any day designated as a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. The following are designated statutory holidays:

New Year's Day
Good Friday
Canada Day
Victoria Day
Christmas Day

The agency will also be closed on the following holidays:

Easter Monday
Natal Day (first Monday in August)
Thanksgiving Day
Boxing Day
Labour Day
Remembrance Day

You must decide whether or not you will be open on these days.

16 Storm Days

Explain policies and procedures regarding child care services provided during winter storms. For example:

The agency [does not close/closes when schools are closed] for winter storms. The agency and family home day care [will /will not] be open during these days, but may be operating on limited staffing. If you decide to close your home, ensure that all parents are aware of the closure and then notify the family home consultant.

Child care fees [are/are not] payable when the agency/care provider is closed due to storms.

17 Closure for Illness

Policies and procedures in effect when care provider is too ill to care for children:

Care providers are self employed and do not get paid sick days, however it is in the agency's interest to find alternative child care services, if you are unable to look after the children.

If you are ill and unable to care for children, you must notify the agency director or the family home consultant as soon as possible, and preferably with sufficient notice that alternative arrangements can be made for the children in your care. Once you have notified the agency, the agency will be responsible for contacting the parents to let them know that you are ill.

The agency will try to arrange a substitute care provider who can care for the children in their home and will let parents know if this has been arranged. If alternative care is not available, parents will be required to make their own care arrangements.

18 Child Attendance

Policies and procedures for child attendance, arrival and departure, allotted absences and vacation for subsidized spaces. For example:

18.1 A Child's First Day:

Explain what the care provider must do to assist parents and child on the first day of attendance, policies and procedures, and recommendations surrounding first day attendance, etc. For example:

The first day that a child attends the family home day care is a very important day for the child and the parents. Children who are introduced to a child care setting with the help of their parent/s tend to cope better with their new situation. The introduction helps to open lines of communication between parents and care provider, so that special information about the child can be shared. In addition, the parents and child become familiar with the environment, care provider, the routine, and the activities at the family home day care.

We suggest the following ideas for a child's introduction to your family home day care:

- We suggest that the parent and child visit the family home day care together the first day. This should be a brief visit with the parent in attendance for the first hour or so. The child's first day should not be overwhelming or tiring, so a half-day is best.

- If taking the time off is not possible for the parent, we suggest that the parent bring the child in early the first few mornings and spending that time together in the family home day care.
- We suggest that the child's first few days be shorter than normal, so that his/her days are not too overwhelming and tiring.
- If this is the child's first child care experience, the parents and child may need some extra support. You will need to assist the parents and child through the transition. Parents should be encouraged to share any concerns and feelings with you.

18.2 Withdrawal:

We hope that the children in your care will be part of our family for many years, however we understand that children will leave our care from time to time. If a parent plans to withdraw their child from the family day care home, they are required to provide [*insert number*] weeks notice.

18.3 Arrivals and Departures:

Policies and procedures relating to arrivals and departures of children.

18.3.1. Arrival

We ask that care providers ensure that the following guidelines are followed when children arrive at your family day care home:

- Parents must bring the child into the home. The child's outerwear must be removed in the designated area
- The child must be escorted into the home and greeted by you. Our responsibility for the child does not begin until the child is in your care. Children are not to be left at the door or unsupervised area.
- The person arriving with the child must sign the attendance sheet, noting the date and time of arrival. This allows you to see who is on the premises during fire drills and emergencies, and to keep attendance records.
- For after school programs, you will record these times in the morning, lunch time, and after school.
- For infants and toddlers, parents are asked to advise you on arrival of any special circumstances that may affect your child's behaviour or well-being that day. These are noted in the daily records, which parents are entitled to view.
- For those attending the whole day, the child is expected to be at the family home day care by 9:30 am. This enables the child to take part in all planned activities. In addition, field trips may start at this time.
- Parents are asked to notify you if their child will not be attending, or will be late - ask for an approximate time of arrival.

18.3.2. Departure

We ask that care providers ensure that the following guidelines are followed when children leave your family day care home:

- Children must be picked up by the closing time you have designated.

- If, due to unforeseen circumstances, a parent will be late picking up their child, the parent must call you in advance. Note that a late pick-up fee, due immediately, will be charged.
- Parents of infants and toddlers should be encouraged to review the daily activities log to see if any unusual occurrences impacted their children during the day.
- Children must be picked up by an authorized parent or guardian. In the event that a parent is unable to pick up their child, the parent must notify you in advance regarding who will be coming for the child, and an approximate pick-up time.
- You must only release a child to those persons listed on the authorization form at the time of enrolment. *Parents should be asked regularly to keep this information up to date.*
- If a parent wants someone not listed on the authorization form to pick up their child, the parent must inform you **in writing**. If this is not possible, you must be able to contact the parent for authorization, or you will not be able to release the child to the person.
- You must not release children to anyone under twelve years old.

18.4 Vacation:

We strongly recommend that all children take a two-week vacation a year. These vacations provide the child with a refreshing break from the program, as well as valuable time with family. Parents are asked to notify you in advance if their child will be absent from the family home day care for any period of time.

19 Parental Expectations

Explain what the parents are expected to do to make their children comfortable, happy and safe in the family home day care. For example:

Our agency's programs are designed to encourage and facilitate active learning and development through exploration and play. To ensure that children gets the most out of the program and is safe, comfortable and happy throughout the day, we have developed the following guidelines:

- Each child will need the following personal items, which should be kept at the family day care home (and replaced with clean items when required):
 - a small blanket, pillow and sheet for rest period,
 - a toothbrush,
 - indoor shoes (sneakers are best, but no slippers), and
 - a complete change of clothing (underwear, socks, pants, shirt, etc. - just in case!).
- Each child's possessions will be stored in a storage bin marked with their name. The bin will also be a place where you can put notices, artwork, soiled clothing, etc. You will need to inform parents regarding the location of the bins, and allow parents to check daily so that they can ensure that they collect any items which need to be taken home, and to ensure that spare clothing and bedding are clean and in good condition.
- If a child is being toilet-trained, the parents are responsible for providing approximately 20 diapers per week, and any special toileting supplies that the child needs (you should keep parents updated on their child's diaper needs).

- Each child may bring a safe, soft plush toy for rest period, such as a plush or stuffed toy, a doll, or a favourite nap time blanket.
- Children should wear inexpensive, comfortable clothing so that they can participate in all aspects of the program. Parents are asked to send their child in the appropriate outdoor clothing for the day. You will be taking the children outside at least once a day, at the playground, for walks, or field trips, and in all kinds of weather. Following are lists of seasonal outerwear that each child will require:

Summer	Winter	Fall/Spring
sun hat summer jacket waterproof rain boots outdoor sneakers swimsuit sun screen light sweater shorts rain jacket	wool hat snowsuit (snow pants, coat) scarf winter boots 2 pairs of mittens warm sweater pants outdoor sneakers	sun hat wool hat jacket rain pants raincoat waterproof rain boots outdoor sneakers sun screen mittens

- All items of clothing should be clearly labeled with the child’s name or initials.
- While every effort is made to protect each child’s clothing and possessions from loss or damage, the agency and care provider cannot guarantee that this will not happen. You will need to set up a Lost and Found box and encourage parents to check it regularly.

20 Parent Involvement and Communication

The agency is extremely interested in having parents involved in the Family Home Day Care program. Communication with parents and receiving feedback from parents are keys to our success. For the most part the agency will communicate with parents through you, as the daily care provider who has close contact with the parents. When required, the agency will communicate with parents directly by regular mail and email, where possible.

(If applicable) The agency also has established a website, which also contains information which is important to parents. See: [insert website address (URL)]

20.1 Parent Bulletin Board:

Each care provider must have a parent bulletin board that contains information of interest to parents and information required by the regulations to be posted (see list below). The bulletin board must be posted in a conspicuous spot in the family day care home (we recommend close to the entrance/exit where parents will be sure to see it every day).

Besides the required information, the bulletin board should also include program information that may be of interest to parents, notices regarding upcoming meetings and activities, as well as parenting and community information that may assist parents. Parents should make sure to check the bulletin board regularly.

The regulations state that the parent bulletin board must include the following information:

A copy of the agency's license from the Department of Community Services (will be provided to you by the family home consultant)

A copy of the last licensing inspection report from the Department of Community Services (will be provided to you by the family home consultant)

A notice indicating that the following information is available for viewing by the parents:

Day Care Act and Regulations and Standards (see also link at:

<http://gov.ns.ca/coms/families/provider/FamilyHomeDayCare.html>

the agency's policy respecting licensing and care provider approval

the agency's policy regarding enrollment and attendance

information on the agency's program

A copy of the agency's behaviour guidance policy (will be provided to you by the family home consultant)

The minutes of the last parent committee meeting (will be provided to you by the family home consultant)

Notice of the next parent committee meeting (at least two weeks before the meeting date) (will be provided to you by the family home consultant)

Rules and procedures respecting evacuation from fire or other emergencies (must be developed by you as soon as you set up your family day care home)

A card listing addresses and telephone numbers of staff members, substitute staff, taxi, ambulance, hospital, fire department, police and other emergency information

A copy of any critical issues notification sent to parents (see next subsection)

20.2 Critical Issues Notification:

When critical issues arise which could impact the way the family home day care is run or managed, the agency must provide notice in writing to parents. In particular, the agency must notify the parents if any of the following occur:

- (a) the approval of a care provider or a family day care home they manage is or will be revoked;
- (b) a family day care home or agency is closed or sold;
- (c) conditions are imposed upon the agency's license or any written information about the agency's license or program has been given to the agency by the Minister;
- (d) the police or an agency established under the *Children and Family Services Act* are investigating a matter involving a child enrolled in its approved Family Home Day Care program and a care provider or other person associated with the family home day care, unless the police or the agency established under the *Children and Family Services Act* directs otherwise.

Notice of a closure or sale under (b) above must be given at least 2 weeks before the date of the closure or sale. Any notices under this section must be in writing and must be

- (a) sent by registered mail to the last known address of a person who is required to be notified;
- (b) posted in a conspicuous location in the family day care home.

21 Parent Committee

Another method for communicating with parents is the parent committee. Each agency must establish a parent committee to provide a forum for parents to have input into, and receive notice of, any matters of interest or concern to the parents. The parent committee is also a body that will be used by the Department of Community Services to communicate directly with the parents, if there are issues with the agency's license. This communication will come from the Director of Early Childhood Development Services (referred to as "the Director" in the regulations). If you are interested in being a care provider representative on the parent committee, or if you know of any parents interested in being a parent representative, please speak to the family home consultant.

Below are the relevant parts of the regulations:

- 47**
- (1)** A facility director or agency director must establish a parent committee to provide a forum in which parents provide input and receive notice of any matters of interest or concern to the parents.
 - (1)** If the licensee is a non-profit organization with a Board of Directors, the parent committee may be a sub-committee of the Board.
 - (3)** A parent committee must be established
 - (a)** in the case of an agency, no later than 3 months after the date the agency approved the first family day care home under its management; or
 - (b)** in the case of a facility, no later than 3 months after the date at which more than 6 children are enrolled.
 - (4)** A parent committee must be composed of at least 5 members, as follows:
 - (a)** at least 3 parents of children currently enrolled in a program operated by the licensee;
 - (b)** 1 representative of the licensee or its director, who must attend each meeting of the committee; and
 - (c)** 1 representative of the staff who provide regular care for children or, in the case of a family home day care program, 1 care provider.
 - (5)** The majority of the members of a parent committee must be parents of children currently enrolled.
 - (6)** A facility director or agency director must provide the Minister with information about the composition of its parent committee.
 - (7)** A facility director or agency director must immediately notify the Minister of any changes in the composition of the parent committee.
 - (8)** The Minister may provide a parent committee chair and, if the Minister considers it necessary, other committee members with a copy of any notice or written information about the status of the license at the same time that the Minister gives it to the licensee.

Parent committee meetings

- 48**
- (1) A parent committee must meet at least 2 times a year.
 - (2) A parent committee meeting must be open to all parents of enrolled children.
 - (3) At least 2 weeks before the date of a parent committee meeting, the facility director or agency director must do all of the following:
 - (a) give written notice of the meeting to the parents of all enrolled children;
 - (b) post a notice of the meeting in a conspicuous location in the facility;
 - (c) in the case of a family home day care program, provide a notice of the meeting to the care provider in each family day care home managed by the agency and request that it be posted in a conspicuous location in the family day care home.
 - (4) A notice of a parent committee meeting must inform the parents that they may add items to the meeting's agenda.
 - (5) A parent committee may discuss any matters of interest or concern to the parents, including the following:
 - (a) the safety, care and well-being of the children;
 - (b) the status of facility's or agency's license;
 - (c) the programs provided by the licensee;
 - (d) the equipment and materials available to children;
 - (e) staffing patterns and staff qualifications.

Minutes of parent committee meetings

- 49**
- (1) No later than 2 weeks after the date of a parent committee meeting, the facility director or agency director must produce minutes of the meeting.
 - (2) A copy of the minutes from a parent committee meeting must
 - (a) remain posted at the facility until the minutes of the next meeting are posted;

- (b) be kept on file by the licensee for inspection by the Department, as required; and
- (c) in the case of an agency, be distributed to each care provider associated with the agency.

22 Health Policies

Policies and procedures relating to health and safety of the children at the family home day care.

At our family home day care we are concerned about the health and safety of all children, staff and care providers. You must be strict about enforcing health regulations. Infections can spread rapidly within a family home, so universal precautionary measures are taken at all times.

22.1 Illness:

- If a child is going to be absent due to illness, parents are asked to call you to notify you of the condition of the child.
- Parents are asked not to send a child if there is any question of illness, as care providers are not equipped to accommodate sick children.
- Children who exhibit the following must not be accepted for care:
 - conditions of illness which make the child unable to cope with the regular activities of the program.
 - symptoms of a contagious or transmittable illness (ie. Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc.)
- If a child becomes ill while attending the family home day care, you must notify the parents immediately. Parents are expected to have an authorized person pick up the child within a reasonable amount of time.
- Parents are asked to inform you if their child has a contagious condition which has been diagnosed by a medical doctor.
- You will need to inform all of the parents of any contagious condition their children may have been exposed to while at the family home day care.
- Once diagnosed with a contagious condition, a child is not permitted to return to the family home day care without a letter from his/her doctor stating that the child is past the contagious period of the condition and able to participate in family home day care activities.
- In the event that a child has been hospitalized for any reason, the child will require a note from the doctor stating the s/he is ready to return to the family home day care.

22.2 Medication:

- You are only permitted to give medication authorized by a doctor or parent.
- All medication must be in the original container, with a readable label.

- Parents must be asked to complete an authorization form for each new medication (or provide a written letter of consent), stating the child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions.
- You may not give over the counter medication unless written instructions are received from the parent or the child's doctor. These instructions are to include the child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, any special instructions, and the parent's or doctor's signature.
- Parents are asked to send measuring utensils along with their child's medication.
- All medications are to be given directly to you by the parents, and for safety reasons must not left with child's spare clothing and bedding.
- It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the family home day care.
- Certain medical procedures can only be done with special training. If a child has special medical needs, these cases will be covered by a child's Individual Care Plan.

22.3 HIV and AIDS Policies:

HIV (Human Immunodeficiency Virus), the virus that leads to AIDS (Acquired Immune Deficiency Syndrome), is not transmitted through everyday contact. No confirmed cases of transmission through casual contact or biting have been reported. HIV is transmitted from one person to another by sperm, vaginal secretions, breast milk, blood, and from mother to child during pregnancy.

HIV is considered a disability, and by law discrimination on the basis of disability is illegal. Parents have no obligation to tell the agency or you if they are aware that their child is HIV-positive. If such information is disclosed to you, you have an ethical obligation to keep the information confidential.

22.4 Universal Health Precautions:

Those who work at our agency or are associated with the agency as care providers, help control the spread of infections by practicing proper hygiene and universal precautions. The way you do this is by doing the following:

- Washing your hands and ensuring children wash their hands thoroughly with warm water and soap before meals, after toileting, before and after administering first aid, and throughout the day as required.
- Dishes, eating surfaces and diapering areas must be sanitized after each use.
- Toys must be checked for breakage daily and sanitized at least twice each week.
- Floors must be swept daily, as required throughout the day.
- The laundry, kitchen and bathrooms must be maintained in a clean and organized manner.

Other universal precautions adapted by the family home day care include:

- hands are washed immediately after exposure to blood, and all other bodily secretions
- all cuts are covered with a sterile bandage until healed
- disposable latex gloves are worn by staff/care providers treating open cuts

- blood-soiled surfaces are disinfected with bleach, which kills HIV
- laundry stained with blood and other bodily secretions is washed separately in hot, soapy water
- materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined, covered plastic container.

22.5 Emergency Preparedness:

- The agency inspects all of the family day care homes on an annual basis to ensure that the premises are safe.
- The agency facilities and a portion of the family day care homes are inspected annually by the by the Department of Community Services.
- The agency has an emergency evacuation plan and practices fire safety procedures during monthly fire drills. You must also develop an emergency evacuation plan for your family home day care and hold monthly fire drills. It is important that emergency evacuation procedures include keeping a list of parent's addresses and contact information in a location close to the exit where it will be easy to pick up should an evacuation be necessary.
- All agency staff and care provider have been trained in First Aid and infant CPR and are required to keep their training up to date.

Parents are asked to inform you of any changes to their address, place of work, telephone numbers, and authorization list, and injuries that their children receive outside the program.

22.6 Accident or Serious Incident Reports :

Agency staff and care providers are required to complete an accident report form for any accident which requires first-aid treatment as required by the Regulation 30. It will be signed by the person who administered treatment, and by a representative of the agency, and placed in the child's file. Parents must be informed of any injuries at the appropriate time depending on the extent of the injury. Maintaining confidentiality regarding any concerned parties is a priority.

22.7 Emergency Medical Treatments:

Emergency medical treatment will only be provided by agency staff or by you if your first aid training gives you the skills required to do so. You must have current training in emergency first aid and CPR.

If a child requires emergency medical treatment that cannot be safely provided by you or agency staff if they are present, you must call the parents and have them take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility, and efforts to contact the parent will continue. Any extraordinary costs associated with transporting the child for emergency medical care (such as ambulance) will be paid by the parents of the child.

22.8 Emergency Evacuation:

In the event that you have to evacuate the family day care home due to fire or other emergency and the home is not fit for immediate habitation, you must contact the parents or an authorized person immediately so that they can pick up their children **immediately** at the designated emergency location. It is important that emergency evacuation procedures include keeping a list of parent's addresses and contact information in a location close to the exit where it will be easy to pick up should an evacuation be necessary.

23 **Nutritional Information**

Describe menu, food preparation, special information, policies and procedures.

We require our care providers to provide a nutritionally adequate meal providing servings from at least 2 of the food groups identified by Health Canada, including at least 1 serving of vegetables or fruit.

You will plan meals in advance and post menus for the interest of parents. The family home consultant may also be able to provide you with information on nutritious meals that children will eat and enjoy.

If you are not making a lunch for younger children, school aged children are permitted to bring their own lunches.

If a child requires supplements or special foods due to a medical condition, the parent will be responsible for providing them. You should eat with the children to help model appropriate eating behaviours and positive food habits. You should not force children to eat, or withhold favourite foods for inappropriate behaviours, but should encourage children through positive modeling and reinforcement to try new or other foods.

Parents should be asked if their children have any food allergies.

24 **Rest Period**

Policies and procedures for rest period for children in programs. For example:

Infants sleep according to their own individual schedule. For children under school age, a rest period is a part of the day's schedule. During rest period, you should encourage all children under school age to rest on their mats for one half hour. This includes children who do not sleep. After this half an hour, any children that are not sleeping may engage in quiet activities until the rest of the children wake up.

25 **Policy on Reporting Suspected Child Abuse**

As per the protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, you are legally required to report cases of suspected child abuse. If a situation arises that causes you to think child abuse may be an issue, please speak to the family home consultant.

26 **Behaviour Guidance Policy**

Provide care providers with information on the agency's behaviour guidance policy and on the requirements of the Day Care Regulations and Standards.

- The agency has a written behaviour guidance policy with respect to permitted and prohibited behaviour guidance practices. The policy applies to all agency staff, volunteers and care providers.

- Staff, volunteers and care providers are required to follow the guidelines at all times.
- You will be asked to read and understand the behaviour guidance policy before you start working as an approved care provider
- During your annual assessment, the family home consultant will ask you to review the policy and will ask you to demonstrate that you understand the agency's behaviour guidance policy and are able to apply the policy
- A copy of the behaviour guidance policy must be posted on the parent bulletin board in the family day care home and is also posted at the agency facilities. Parents who would like a copy of the policy should be directed to the agency.
- You must review the written behaviour guidance policy with the parents of each child when they are first enrolled in the family home day care program.

The following provisions are included in the Day Care Regulations and must be followed by every agency and are included in the agency's behaviour guidance policy:

19 (1) Each licensee, facility director, agency director, family home consultant, care provider, staff member and volunteer of a licensee must behave in a manner that does not harm any child who is attending the day care program, and in particular must not do or permit any of the following:

(a) use corporal punishment, including

(i) striking a child directly or with any physical object, and

(ii) shaking, shoving, spanking and other forms of aggressive physical conduct;

(b) require or force a child to repeat physical movements;

(c) use harsh, humiliating, belittling or degrading responses of any form, whether verbal, emotional or physical;

(d) confine or isolate a child;

(e) deprive a child of basic needs, including food, shelter, clothing and bedding.

(2) A licensee must have a behaviour guidance policy and must do all of the following:

(a) provide training in the policy for the licensee's directors, staff, care providers and volunteers before they begin their employment or volunteering;

(b) ensure that the policy is reviewed with the parents of a child at the time of the child's enrolment in a program operated by the licensee;

- (c) ensure that the policy is reviewed with all of the licensee's directors, staff, care providers and volunteers on an annual basis, or more often if needed;
- (d) have a written record of the licensee's compliance with clauses (a), (b) and (c);
- (e) ensure that each of the licensee's directors, staff, care providers and volunteers comply with the policy.

27 **Hygiene and Safety**

It is the direct responsibility of the care provider to ensure that a safe environment is provided for children in the approved home, outdoors, and in the car. The care provider must be diligent in supervising children at all times. In addition to the required duties as listed under Section 7 of this handbook, the agency has developed the following guidelines to assist care providers in creating a safe environment:

- Children should never be left in the home alone, or in the care of an unapproved care provider.
- Electrical outlets in rooms used by children under 5 years of age, should be covered with childproof protective covers.
- Fireplaces, wood stoves, and space heaters should be separated from the children's play space by a protective barrier.
- Where children are unable to climb up and down stairs safely, stairways should be blocked off. Safety gates should meet current safety standards, and be installed according to manufacturers' directions.
- Clear glass door panels should be clearly marked at the child's eye level. Children's art work or decorative decals are appropriate markers.
- Firearms and ammunition should not be permitted in the family home unless the agency is aware of their presence. Any firearms must be stored separately under lock and key.
- Many house plants are harmful to children if ingested and should be kept out of reach.
- Pets should be immunized against rabies according to veterinary guidelines.
- Pets should be monitored carefully when present with children.
- Plastic bags should not be used under sheets to protect mattresses.
- All toys should be age appropriate, safe, and free of lead based paint and sharp edges.

28 **Fire Safety**

Family home day care must be free from fire hazards, and are governed by the same fire prevention guidelines as any family dwelling unit. When you are setting up your family day care home you must contact the local fire department or the office of the fire marshal to arrange an inspection. The following fire safety guidelines have been developed by the agency to assist care providers in creating a safe environment.

- Care providers must establish and post rules and procedures respecting evacuation from fire or other emergencies.
- Every facility must carry out a monthly fire drill.
- Unnecessary garbage, newspapers and litter around the home should be removed.
- Flammable liquids should be stored in labeled containers, out of reach of children, in a room other than the kitchen or furnace room.
- Electrical outlets, switches, and cords should be in good working condition.
- Doors and windows should be free from debris, so that they can be easily opened in case of fire.
- Steps and landings both indoors and outdoors should be kept in good repair.

- Heating units should be in good repair and screened from children.
- Fire extinguishers in good working condition should be located in the kitchen and on every level of the house.
- One battery operated or hardwired smoke detector should be located on every level of the home.
- A fire warning signal, e.g., smoke detector or bell, and the word 'fire' should be identified for children as an indication to leave the house immediately.
- An evacuation plan should be devised indicating all rooms in the house, and their exits, and the role of the care provider in an evacuation
- Fire drills should be practiced monthly with the children, recorded on the daily time sheet, and submitted to the agency.
- A safe place to meet outside the approved home should be identified and visited by the children and care provider.

29 Insurance

The care provider is responsible for purchasing and maintaining in full force and effect insurance to protect the care provider from liability. The agency will provide the care provider with information on insurance companies that are familiar with the family home day care program and may be willing to provide insurance.

30 Child Abuse Register Screening

All care providers and prospective staff, students and volunteers that will have direct contact with children in a child care setting or with the children's records must be screened through the Child Abuse Register. The Child Abuse Register is a central record of the names of people who have abused children as determined by a Nova Scotia court. The Child Abuse Register is confidential and can only be used under certain conditions and when certain procedures are followed.

Child Abuse Register screening of agency staff, volunteers and care providers that will be working with or interacting with children or children's records is required as soon as they become associated with the agency. As well, screening is required for any person over the age of 12 who resides in a family day care home.

To complete a child abuse register check the person whose records are being searched must consent in writing to the search. A special form must be used, **Form B1 and B2, Child Abuse Register - Request for a Search**. It takes about ten working days from the time that the form is received by the Department of Community Services until the search is completed and the response is sent by registered mail.

Because a search of the Child Abuse Register is a time-consuming process, only names of those who have been approved to work with the agency, or reside with an approved care provider should be screened. This search must be done immediately after hiring or approval and then must be repeated every three years.

The law requires that persons be advised when their name is put on the Child Abuse Register. Therefore, it is unlikely that you would not know that your name is included in the Child Abuse Register. You are not required to consent to the search; however you cannot be approved as a care provider with the agency if you do not agree to the screening.

31 Criminal Record Check

Criminal records screening is another tool used to determine the suitability of an applicant who will be working with or providing services to children, youth, or vulnerable adults. The intention is to identify criminal records which may present risk to children, youth or vulnerable adults. The regulations require a criminal records check be completed on any care provider, volunteer and staff person who will have contact with the children or their records. As well, a criminal records check must be done for every person 18 or older who lives in the care provider's home.

The criminal record check form can be obtained from the police department in your region.

[set which of the two approaches below your agency will follow]

The agency requires potential staff, volunteers and care providers to make the request to the police department and pay whatever fee is associated with having the search completed.

OR

The agency requires potential staff; volunteers and care providers to complete the request for criminal records check and provide it to the agency. The agency will submit the criminal records request form to the police to request the search.

When the police receive a request for a criminal records check, the police review their records to determine whether there was a criminal record and any relevant convictions or outstanding criminal charges. The criminal record check is the property of the person whose record is being searched. This report may be provided by the police directly to the agency, who must return the police record search to the person and shall not make a copy. Alternatively, the police may have a policy of only providing the results of the search to the person whose records are being searched. In this case, the agency must ensure that they have an opportunity to review the results to ensure that the person does not have a criminal record.

The agency must maintain confidentiality with respect to the police record information provided by any staff, volunteer, care provider or other person. The agency shall only use the police record information for the purpose of assessing the person's ability to provide child care services.

32 Monthly Monitoring and Annual Assessment

Explains the process by which the agency will monitor the care provider on a monthly basis and also sets out the annual assessment process. The annual assessment information should be the same as the information prepared at Step 14 - see also Appendix "L". For example:

All care providers receive monthly visits from the agency's family home consultant. The family home consultant is a resource and support person who should help you in providing the best possible care. The family home consultant is also accountable for ensuring that you are following the requirements of the law, regulations and any relevant policies. During the monthly visits, the family home consultant will give you guidance and information to make sure that you are in compliance with the law.

On an annual basis, the family home consultant will do a more formal inspection which will be documented. During annual visits, the family home consultant will:

- confirm that all required regulations are met
- confirm that the agency's license and any approval certificate and any other documents are posted if so required
- confirm that the number and ages of the children in attendance are those for which the home is approved

- confirm that the register is accurate
- address any follow up from previous visits
- address any aspect of the service that the provider or family home consultant wishes to discuss

The agency has developed the following annual assessment process to assist the care provider in meeting the requirements of the law:

[insert information, including any checklists, from the “Annual Assessment and Monitoring Process” section of the agency’s proposal]

33 **Right of Entry**

The Department of Community Services Director of Early Childhood Development Services, or a person acting on the Department’s behalf (for example a licensing inspection officer), may, at any reasonable time, enter an approved family day care home and may examine the premises, equipment, facilities, books and records.

You are required to permit any departmental inspection staff to enter the premises and view your records. Inspection staff are not required to give you notice of their visits. Each year a portion of the family day care homes managed by each agency in the province will be inspected by the departmental staff.

34 **Professional Development**

Set out agency professional development policies for care providers, for example:

Care providers are required to complete the family home day care training within one year of being approved by the agency. The agency will arrange and pay for your attendance at this course and may provide a substitute care provider if the course is held during the day.

Care providers must also take several hours of professional development each year after they have completed the family home day care course. This will also be organized and paid for by the agency.

Care providers must also keep their first aid and CPR training up to date.

35 **Accident Serious Incident Reports**

*Describes the policies and procedures for completing accident/injury reports as required by **Day Care Regulation Section 30**. For example:*

Staff and care providers are required to complete an accident report form for any accident which requires first-aid treatment by the staff and care provider. It will be signed by the staff member who administered treatment, and by the agency director, and placed in the child’s file. Parent(s) are to be informed of the injury at an appropriate time (depending on the extent of the injury), maintaining confidentiality of any concerned parties.

36 **Incident Procedure**

Outlines the policies and procedures relating to staff conduct. For example:

This procedure will be followed for any incident occurring in the agency or care provider's home which the agency director or Board /owner deems as a threat to health and safety, but which is not initially indicative of gross incompetence on the part of the staff as required by **Day Care Regulation Section 30**. The incident is reported to the agency director, and a written report will be completed by both the staff member and the agency director. The Board/owner will be informed as soon as possible. [The written report must be presented to the Board at the next Board meeting.] The Board/owner will then direct a letter of concern/warning to the staff person or care provider responsible in the incident, which will be kept in their file. If the staff member is involved in a second incident within a reasonable amount of time, the Board/owner may consider a probationary period. A performance evaluation will be completed at the end of the probation, and may impact on the annual performance evaluation.

37 **Grievance Procedure**

Although our family home day care agency, through the family home consultant, makes every effort to provide valuable support services to our care providers, there may be occasions when you have concerns about particular events, situations or staff and wish to raise your concerns with the agency. If this occurs, care providers are encouraged to talk to the family home consultant as a first point of contact. It is best to have this discussion after regular hours, one-on-one, when you are not looking after children.

If the family home consultant is not able to address your concerns satisfactorily, or if the concern is serious enough to warrant immediate review, care providers are encouraged to contact the agency directly at the numbers listed at the front of this handbook. The agency will then investigate the concern/situation, will schedule meetings as necessary with appropriate parties to gather relevant information, and will work with the care provider and the family home consultant to resolve the issue. You will be kept informed throughout the process (within confidentiality requirements).

Our goal is support you as you provide quality child care. Just as we encourage parents to bring their concerns to our care providers and the family home consultant as soon as they arise, so that we can work together to resolve issues quickly without impacting the quality of the care provided, we also encourage our care providers to raise their concerns with the family home consultant or the agency as they arise, so that no issue continues without resolution. Working together we can resolve any outstanding issues or conflicts.

Appendix R – Proposal Completeness Checklist

In order to start a new family home day care agency, the applicant must submit a Family Home Day Care Proposal Recommendation form and a Family Home Day Care Proposal. This proposal must be presented in a bound document (binder acceptable) and all sections of the proposal must be typed and clearly labeled. If the proposal is approved, the applicant will be contacted to submit the required supplementary information.

AGENCY NAME: _____

The following information on this checklist must be provided by the applicant.

	Check (✓)
1. General information	
Family Home Day Care Proposal Recommendation form is completed.	
Notes:	
2. A description of the proposed program and services to be provided including the child development philosophy on which the program will be based.	
Child development philosophy is clearly identified.	
Early Childhood Education Program objectives are identified.	
Explanation provided on how the agency intends to achieve those objectives - list of age appropriate materials and equipment.	
Information is included on the learning environment for the playgroups and home visits.	
Agency's philosophy is reflected in the agency program.	
Play activities ideas support development of cognitive, physical, language and social skills.	
The curriculum is child-centered and play-based, reflecting children's interests, competencies and cultural background.	
Frequency of the playgroups provided by the agency.	

	Check (√)
Agency's plan for parent involvement in their program.	
Description of how the agency will assist the parents and the care providers in matching requirements with services. e.g. age of children, distance for parents, hours of operation.	
Description of the administrative support that agency will provide to the care provider e.g. record keeping, advise regarding tax deductions and parent fees collection, keeping wait list, organizing support in case of the care provider illness.	
Description of the lending library- list of materials and equipment, how the materials are going to be organized and delivered.	
Notes:	
3. The business case for the program, including a community needs assessment.	
Information on potential business opportunities whose employees will be requiring child care services.	
Information on career colleges and educational institutions in the area as potential need assessment.	
Information on the number of private in-home care providers in the area.	
Information on other agencies or day care centers already serving the area.	
The waiting list presented from the day care centers in the area.	
Proof that the population of the area can support the family home day care program (e.g. results from the community needs assessment survey).	
Rationale for setting up the agency in the described area.	
A plan to develop and expand the agency over time (recruitment strategy of new homes).	
Plan/time frame for beginning recruiting homes.	
Expected risks for setting up the agency in the described area.	
Notes:	

	Check (√)
4. A one year estimated operating budget of expected revenues and expenditures that demonstrates the applicant's financial viability.	
The one year budget is reasonable and identifies expected expenditures (refer to the Operating Budget template)	
Notes:	
5. A description of the duties and responsibilities of the applicant and all staff associated with the program, including family home consultants and care providers.	
Description of the hiring process for the agency staff.	
Job descriptions/qualification developed for the agency staff and the care providers.	
Inclusion of the basic duties that are stated in the Day Care Act and Regulations (e.g. ensuring proper nutrition etc.).	
Description of other duties that are considered appropriate.	
Description/explanation of how the duties and responsibilities will be carried out.	
Notes:	
6. A plan for professional development to all staff associated with the program, including family home consultants and care providers.	
Description of the steps the agency will take to ensure that all staff and care providers meet the minimum qualifications and obtain any additional training and skills required by the regulations.	
How will the agency ensure that the family home day care training and first aid training are delivered.	
What support will the agency give to the care provider to complete this training.	

	Check (√)
The plan articulating what steps the agency will take to promote professional development opportunities.	
A process for informing family home consultants and care providers of up- coming workshops, conferences, seminars and availability of educational materials related to providing child care.	
Description of activities organized, sponsored or supported by the agency to give opportunity for consultants and care providers to share experiences and learn from each other.	
Description of the means by which the agency will encourage staff and care providers to take personal responsibility for their own learning goals and professional development.	
Notes:	
7. A description of the process used for approving family home day care	
Interviews - set of questions provided to assess care providers training/ knowledge of early childhood programming and nutrition and their practices with respect to behavior guidance and child development.	
Forms - has the applicant developed any forms that must be completed as part of the approval process (sample is provided).	
Home visits - determine the purpose of the visits (usage and organization of indoor and outdoor space, what ages and how many children can be accommodated, safety, pets).	
Reference checking - reference questionnaire to ensure that the information is gathered when references are contacted.	
Proof of insurance - determine how the regulations requiring insurance will be met by the care provider.	
Provide a proof of insurance coverage for the proposed agency.	
Notification to care provider of approval - how will the agency advise the care provider and department that the home has been approved.	
Description of the process ensuring that the requirements set out in the Day Care Regulations Section 14 (approval) and 15 (revocation and approval) are met by the provider.	
Notes:	
8. A sample of the service agreement to be used between the applicant and a care provider	

	Check (√)
Sample agreement modified to fit the applicants program requirements.	
Program services for agency and care providers described in the Schedules "A" and "B".	
Insurance coverage for the agency and the care provider included in the Schedule "C".	
Notes:	
9. A description of the annual assessment process for monitoring care providers and family day care homes under the management of the applicant	
Checklist - provided sample of the Checklist for Annual Monitoring	
Assessment of Family Home Day Care adapted to the agency's program requirements, OR Written report - the check list information included in the report.	
Notes:	
10. A statement describing how each child's records will be maintained	
How the agency will maintain confidentiality and accuracy of the records.	
Where the records would be kept.	
Who will have the access to the records.	
Notes:	

	Check (√)
11. A description of the proposed agency site for delivering the program	
Description of the physical location or photographs of the building and layout.	
Information describing accessibility for the families.	
Description of where the agency will be located in relation to the potential family day care homes.	
Design and organization of the agency's space allocation for play groups.	
Inclusion of the floor plan.	
Accommodation for more than one playgroup at the time to support the interaction between the care providers.	
Sufficient space to accommodate parent meetings and the delivery of workshops.	
Adequate space to house a lending library.	
Notes:	

Please use the following resources as you complete/review a family home day care proposal:

- Guide to Starting Family Home Day Care Agency
- Day Care Act and Regulations
- Standards
- Day Care Manual
- Behaviour Guidance Policy
- Program Planning Kit

To be completed by the Department of Community Services

Early Childhood Development Consultant		Coordinator, Family Home Day Care	
Name:		Name:	
Signature:		Signature:	

Director, Early Childhood Development Services	
Signature:	Date:

SAMPLE