

**Manning Regional Child Care
Association**

**FAMILY
DAY HOME PROGRAM**

Provider Handbook

Policies & Procedures

March 2013

Updated December, 2014

Updated April, 2015

Updated September, 2015

Updated June, 2016



The Manning Regional Child Care Association (MRCCA) is a non-profit organization established in 1996.

MRCCA is a governed by a Board composed of members that reflect and represent a cross section of our families and community. This will include representation by specific programs, parents and community partners. Regular board meetings are held to deal with the business of the organization.

The MRCCA Board is covered by a \$1,000,000 Liability Insurance policy.

Roles and Responsibilities

- Establishing and implementing the organization’s philosophy and mission, vision.
- Providing continuity for the management and implementation of the organization’s affairs.
- Creates goals and ensures that the proper organizational structure of management, systems and people is in place to achieve those goals.
- The Board is responsible for the hiring and evaluation of the Program Director.
- The Board has one employee, the Programming Director, and the Director is responsible for all other employees and contractors.
- The Board develops the job description for the Director.
- Securing community support for all aspects of the organization.

Board Development

Orientation

- The Director will provide an “Orientation” package to all new Board members which will include: Manning Family Day Home Service Plan, Board minutes for the past three to six months and any other information the Director deems relevant.

Community Engagement Policy

Manning Regional Child Care Association is proud of our involvement with the community at large. MRCCA has taken a leadership role in the community. As a small community it is imperative that we work together to provide programs and services for the families in our community.

- MRCCA will endeavor to open communication, develop and maintain a working relationship with Manning Elementary School and Rosary School.
- MRCCA will work closely with other agencies in the community to provide services for families with no duplication of services: ie. FCSS, Parent Link, Family Resource Centre, Families First. Manning & Area Early Childhood Parent Council, Manning & District Early Childhood Community Coalition.
- MRCCA will maintain a good working relationship with the municipalities: Town of Manning and County of Northern Lights

Community Stakeholders

Orientation Process

- All community stakeholders in the Manning Family Day Home will receive an information package which will include:
 - Background
 - Board information ie. Chair and members
 - Goals, Mission

1.1 Goals/Objectives

1. To provide safe, child oriented, nature inspired learning environments through quality early childhood development opportunities
2. The Manning Regional Child Care Association is a “Child Safe Organization” and is committed to protecting children from physical, sexual, emotional and psychological harm and from neglect. This is reflected in all of our policies and procedures and is understood and practiced at all levels of the organization.
3. To provide the opportunity for children to learn by doing
4. To give children the opportunity to be themselves, to express themselves in their own way and to gain confidence in themselves
5. To provide parents with opportunities for education and childcare services geared to meet and help develop their children’s needs and interests in inclusive and diverse environments.
6. To promote quality childcare in the community.
7. Encourage families and community to work together in supporting children

Philosophy

Manning Regional Child Care Association believes that each child is unique, the dignity and worth of each child and their families must be respected and supported. Families must have access to programs that provide rich and welcoming environments allowing children to develop to their fullest potential through age and personality appropriate play.

Mission

The Manning Regional Child Care Association will provide a quality Family Day Home program to support the needs of children and their parents or guardians in our community.

1.2 Personnel Policy

Manning Regional Child Care Association strives for each employee to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for employment, promotion or training on the basis of qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin.

Manning Regional Child Care Association guarantees fair treatment of all employees. The Center strives to maintain a work environment in which all staff are free from harassment, and expressly prohibits any form of unlawful harassment of employees and co-workers on race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities. However, all employees must be physically able to safely supervise young children.

- The Family Day Home Program operates on a projection of 11 homes accommodating 66 children.
- The Program Director is hired on a part time basis working flexible hours.
- The office for MRCCA is located at the Manning Community Health Center ensuring that the files for providers and families are kept confidential.
- Office hours are Mondays from 9:00 am to 4:00 pm, Tuesdays and Wednesdays in and out of the office. The office is closed for all statutory holidays.

Staff Communication Policy

Manning Family Day Home promotes and supports open communication between staff and management along with an Open Door policy.

It is imperative that communication between management and staff happens on a continual, comfortable basis. Acceptable communication media includes: in person, phone, email, text.

Lines of Communication are as follows:

- Board of Directors
- Director
- Home Visitor
- Providers

Provider Support

Following approval, home visits will be conducted on a monthly basis. These visits will include, but not be limited to: safety checks, observation of Providers, children, policy and procedure checks. Everyone in the home must be included in at least two home visits. .

- During visits the Home Visitor will assess the level of care and Provider/child relationship and address any issues that may arise, dealing with them immediately.
- The Agency organizes monthly Provider staff meetings for the purposes of training, consultation, information sharing, or problem solving to reduce Provider isolation.
- The Board encourages and financially supports all professional development opportunities including: upgrading courses, conferences, workshops and safety courses ie, First Aid.
- In partnership with each family day home provider, develop and implement a written training plan that includes but is not limited to:
 1. First aid certification
 2. Cleaning and sanitizing
 3. Hand washing
 4. Diapering
 5. Poison control
 6. Sleeping and SIDS
 7. Child development
 8. Child abuse and neglect
 9. Child guidance
 10. Family violence and impact on children
 11. Behavior management
 12. Managing critical incidents
 13. Cultural and sensitivity training
 14. Training and sensitivity for children with disabilities
 15. Community Resources
 16. Working with Parents and
 17. Ethics and professionalism

1.4 Provider Recruitment and Monitoring

Recruitment

The Family Day Home Program will advertise for potential Providers through various methods

- public notices, newspaper, radio
- brochures
- referrals

Recruitment and screening must include two home visits and the receipt of all background check documentation before children are cared for in the home, with the objective of assessing the suitability of potential providers in their home environments. The two home visits for the purpose of recruitment and screening must include everyone living in the residence.

All applicants are to be at least 18 years old and they are to provide the following documents prior to approval and providing child care:

1. A completed criminal record check, including vulnerable sector search, for the applicant and anyone who is over 18 years of age or older, and who either resides with the provider in the proposed family day home or who may be in the provider's home on a regular basis during the provider's regular operating hours.
2. A statement signed by the applicant disclosing any prior criminal involvement of any person younger than 18 years old who resides with the provider in the proposed family day home.
3. Three satisfactory personal references from non-relatives that corroborate the provider's suitability for working with children.
4. A physician's note that states the applicant is mentally and physically able to care for children.
5. Agencies will complete a performance assessment at least once annually for each approved provider. The assessment will include a review of the provider's history of compliance to standards, training and professional development, parent satisfaction, and history of complaints and incidents. The Agency will use the results of the performance assessment to determine if the provider should maintain their approval status.

It is the desire of MRCCA to attract providers that understand, put into action and value the principals of the following Code of Ethics.

- promote the health and well-being of all children
- enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development,
- demonstrate caring for all children in all aspects of their practice
- work in partnership with parents/guardians, recognizing that parents/guardians have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
- work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
- work in ways that enhance human dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual,

- pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent,
- demonstrate integrity in all of their professional relationships

Approval Process

The Director or Home Visitor will give the prospective Provider a package of information, which will include:

- **Application form** - includes request for three references, back-up plans.
- **Sample Menu Form** 2 snacks and 1 meal (keeping in mind the Canada Food Guide.)
- **An Emergency Evacuation Plan form** - This includes two emergency exits in case of fire, and an alternate accommodation plan.

RCMP Security Clearance forms for all members of the household over 12 years of age, including vulnerable sector search.

- Criminal Record Check with vulnerable sector search, dated no earlier than six months prior to start of contract or employment
- Copies of required recent criminal record checks must be on file at the MFDH office.
- Providers are required to ensure that required criminal record checks are updated every three years.
- Consent for a criminal record search for a sexual offence for which a pardon has been granted or issued.

If the applicant becomes a successful applicant they will be required to complete the following forms:

- **Medical form** - recently completed form or note from a physician verifying the prospective provider's physical and emotional ability to care for young children.
- **TB Testing form** - this can be done at Community Health at the Health Centre.
- **Home Study** - Upon receipt of the documentation, the Director will proceed with the home study. The home study consists of three home visits, which evaluates homes in the areas of Health, Safety and Nutrition. Home visits will provide an opportunity for discussion of expectations, policies and procedures. The visits will facilitate open communication between the Home visitor and provider to identify the strengths, areas for support and family situation.
- Final approval of the prospective Provider will take place upon completion of all documentation and home visits.
- Provider will be required to complete a "Family Day Home Provider Contract"
- **Provider Registration Form** – Child Care Accreditation Funding
- **First Aid** - Provider is required to complete a standard First Aid course with a child component. The Provider will be reimbursed for the course after being with the program three months.
- **Home visits**, following approval, will be conducted on a monthly basis.
- A confidential file will be established for each Provider that will contain all relevant material; this will form the base of a working file for each Provider.

Provider Handbook & Orientation

- Providers will participate in an orientation with the Home Visitor that helps them to become familiar with the policies and procedures of the Manning Family Day Home Program.

This will include a review of the contents of the Provider Binders and a copy of the Provider Handbook.

- The Provider Handbook will include policies and procedures for the following:
 1. Child application and placement
 2. Fees
 3. Information records (storage and disposal)
 4. Caseloads and monitoring
 5. Parent involvement
 6. Health and safety requirements including requirements of the home safety inspection checklist
 7. Incidents and investigation procedures
 8. Transportation and outings
 9. Administration of medications
 10. Backup care
 11. Emergency evacuation procedures
 12. Reporting of communicable diseases
 13. Hours of service and extended hours

Agency Provider's Records

Will include:

1. Name and home address
2. Written record of all contacts using the prescribed form, between agency staff and providers.
3. Records of all complaints and incidents
4. Records of each home visit or contact
5. Evidence of a completed criminal record check
6. Evidence of a submitted physician's note and three personal references
7. Evidence of two completed home visits
8. Written training plan for each Provider
9. Statement of Provider's regular working hours
10. Reports of incidents and follow-up investigations
11. Copy of insurance
12. Evidence of automobile insurance if applicable
13. Consent to administer medication
14. Consent to participate in off-site activities
15. Performance assessments

Hours of Service

- The Provider will determine what hours of care they will provide and days of operation including which holidays they are available and include them, in writing, on the Provider Application and Child application for prospective parents.
- Providers will discuss days and hours of care with the parent and come to a mutual agreement on what works best for both of them. This will include part-time/full-time options.
- Any care provided to registered children outside their stated regular hours is considered a private arrangement between the Provider and the Parent.
- A Provider cannot offer care for a child longer than 18 hours in a 24 hour period without prior written notification to the agency; and
- A Provider offering care to a child for a period longer than 18 hours in any 24 hour period must provide each child with sleeping time (in these cases, the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs and male and female school aged children must sleep in separate rooms.
- Closure of the home for statutory holidays will be at the discretion of the Provider.
- Parents are required to drop off and pick up their child/ren within ½ hour of their start/finish work hours.
- The Provider must be notified, in advance, of any changes to the agreed upon hours. Failure to do so will result in a late fee being charged.

Extended Hours

- Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent. Minimum requirements are as follows:
- No Provider shall offer childcare for a child for a period longer than 18 hours in any 24 hours without prior written notification to the Agency.
- The Provider must provide that child with time for sleeping with his or her own bedding and sleeping accommodations that meet the child's developmental needs.
- Male and female school-aged children must sleep in separate rooms.
- Extended care requires the Provider to supply the child with showering or bathing facilities. Children must be bathed individually and supervised according to developmental needs.

1.5 Administration & Management of Standards

Evaluation/Review Policy

- Director will review, with staff input, the Service Plan on a yearly basis and bring forward for the Board's approval all proposed updated policies and procedures.
- The Director will review with staff all final approved updated policies and procedures and make sure all updates are implemented in a timely manner.
- Policies are maintained in the Director's office.
- Director and Home Visitor will monitor that all policies are adhered to.
- Program satisfaction and quality surveys will be conducted on an annual basis.
- These surveys are intended to offer parents and providers an opportunity to provide the agency with feedback.
- When children or providers leave the program they may be asked to complete a survey about their experience.
- Information collected will be part of the overall review process for the MRCCA .
- The Agency will share Parent and Provider Survey results with Providers at Staff Meetings. Results will be discussed and an Action Plan developed to address the issues.
- Communication with Parents and Providers will be included through the newsletter.
- Annual Accreditation reports will be an opportunity to review the QEP and set new goals
- Re-Accreditation will be an opportunity to review all aspects of the program and set new goals for enhancing and updating.

EVALUATION PROCESS & CHECKLIST
Annual Report or Re-Accreditation Due Date – June 15th

Timeline	Activity	Who is responsible	Date Completed	Staff Initial
September	Complete annual staff reviews – meet with staff	Director		
October	Review QEP goals with Providers & Staff	Director & Home Visitor		
October	Put all evidence of completed goals in Evidence Binder	Home Visitor		
October	Add any new goals that are suggested and agreed on	Home Visitor		
October	Send out Parent Surveys with Nov. 1 st deadline	Home Visitor		
November	Compile and assess surveys,	Director		
November	Share results with Providers & staff at November staff meeting and develop goals using survey feedback	Director & Home Visitor		
November	Hand out Provider Self Evaluation surveys with space for improvements, suggestions with a Nov. 15 th deadline	Home Visitor		
November	Discussion at Nov. Staff meeting on Provider input and develop new goals to be added to QEP	Home Visitor		
December	Communicate with Parents through newsletter, results of Parent survey and new goals	Director & Home Visitor		
January	Complete annual Provider reviews	Home Visitor		
March	Review QEP goals with Providers & Staff at staff meeting	Director & Home Visitor		
March	Put all evidence of completed goals in Evidence Binder	Home Visitor		
March	Add any new goals to the QEP that are suggested and agreed on	Home Visitor		
March 15th	Re-Accreditation process every third year completed and site visit requested	Director & Home Visitor		
May	Annual Report completed and sent in by June 1 st .	Home Visitor		

Information records for Staff, Providers & Parents

- Individual records will be established for staff, providers and each child as stated in Standard 6C
- All records will be kept confidential and kept in a lockable filing cabinet
- Records will be maintained and when not relevant, will be kept for two years on the Agency premises before disposal. Disposal will be by shredding or burning.

Critical Incidents/Accidents and Injuries

- Any accident involving a child in care shall be reported to the Executive Director.
- All incidents that cause injury to the child (physical or emotional) must be documented on an Incident/Accident form.
- An incident is defined as follows:
 - An emergency evacuation
 - Unexpected program closure
 - An intruder in the provider's residence
 - A serious illness or injury to a child that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight;
 - An error in the administration of medication by the provider or other resident
 - The death of a child
 - An unexpected absence of a child from the program (lost child)
 - A child removed from the program by a non-custodial parent or guardian
 - An allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home
 - The commission by a child of an offence under the Act of Canada or Alberta
 - A child left unattended in a provider's home outside of the providers operating hours.
- All complaints are followed up by the Agency through a home visit or interview with the Provider and at the conclusion of the investigation communicate the outcome to the complainant.
- All communicable diseases are reported to Alberta Health Services
- Children's parents or contact are notified immediately of an incident
- If the incident involves a serious injury of a child, death of a child or allegations of abuse or neglect of a child (including the Providers' own children) by a provider or another resident of the home, the agency must immediately contact the local police service and/or Child Intervention Services and the provider's home must be closed for child care immediately until the completion of the investigation.
- The Agency will make every effort to provide parents with alternative child care.
- If CFSA requests that the Agency investigates an incident, the investigation must be completed within two to five working days and the final written report must be completed and submitted the CFSA within 12 working days of the incident's occurrence.
- The Director will provide an annual summary and analysis of incidents that occurred in the program using the CFSA standardized form.

In case of a serious accident or medical emergency the Provider will:

- Obtain medical assistance as required. If the child is in need of immediate medical attention, the Provider shall attend to the child until an ambulance arrives or until a more qualified person can take over.
- Notify the Parent
- Notify the Program Director as soon as possible of the medical emergency.
- Complete an incident report and have parent sign, and ensures that the form is filed in the child's file.
- Director will inform Children's Services within 24 hours

Freedom of Information and Protection of Privacy

- Manning Family Day Home Program collects, and maintains information for the purpose of providing quality childcare; all information collected is protected under the Alberta Freedom of Information and Protection of Privacy Act (FOIPP) and the Personal Information Protection Act (PIPA).
- Day Home Providers are to keep personal information about children and families in their care in a safe confidential manner (file box provided by the Agency) – this is also the procedure for information on backup care children. Once the children have left the program or moved to a different Provider their information must be brought back to the office for shredding.

Safety Statement

- The Manning Regional Child Care Association is a “Child Safe Organization” and is committed to protecting children from physical, sexual, emotional and psychological harm and from neglect. This is reflected in all of our policies and procedures and is understood and practiced at all levels of the organization.

Confidentiality Policy

- All information on children (and their families) in care through the Manning Family Day Home Program is confidential and is not to be discussed with any person outside the Program.
- If outside advice is required the parent will be consulted prior to contacting outside sources.
- All Providers must read and sign an oath of confidentiality on behalf of their family.
- All individuals over the age of 18 years old that reside within homes that are used for a Family Day Home must also sign the oath of confidentiality.

Operating Policies and Procedures

- The office will be open on Mondays from 9:00 to 4:00. Tuesday, Wednesday and some Thursdays the office will be open but Director will be in and out of the office.
- The office will be closed for stat holidays, following the school calendar
- Providers will be paid by the second banking day on the first of the month. Providers are paid with the deductions for, \$20 for liability insurance and \$10 administration. \$31/ 8 hr day per child and \$7/hr/child for additional hours.
- Providers are covered by a \$5,000,000 liability insurance policy through ING Direct
- Parents will be required to fill out child application forms with all relevant information about their child and sign a contract outlining Agency and Parent responsibilities.
- Parents will be required to sign in and sign out their child at the Provider’s home.
- Parents will be required to fill out a Confirmed Parent Hour Sheet for the beginning of each month along with payment for that month.

2.0 Agency Policies and Procedures for Providers

2.1 Application and Placement of Children

- Parents are encouraged to choose a suitable home, based on the child's needs regarding languages, culture and child management practices.
- The Home Visitor will arrange for home visit and may accompany the parent or guardian.
- Once a home has been chosen and following the registration of the child, the Parent is required to contract the hours of care that is needed with the agency and Provider.
- Manning Regional Child Care Association has an open door policy for all its programs. Any time when the child is in care the Parent is encouraged to discuss their child's progress and well-being. The M.R.C.C.A encourages the Parents to visit the child in the home.
- During the time of care the Home Visitor will contact the Parents to discuss thoughts and feelings that the Parent may have about the child progress and well being.
- The M.R.C.C.A also encourages the Parents to observe the child in the Provider's home for progress, and development.
- If any concerns or circumstances arise the agency strongly suggest that the Parent and Provider come to an understanding of the situation and resolve the issue. However, if this cannot be obtained or that the Parent does not feel comfortable in taking this plan of action the Director or Home Visitor may be called upon to act as liaison between the Parent and Provider.
- A monthly newsletter will be available to update Parents on news and information regarding the Family Day Home.
- Each child will be placed on the based on their needs and Parent's wishes regarding language, culture, child management practices, and child/provider relationship.
- Infants and children with special needs will be placed in homes where Providers have expressed an interest in these children. These providers will receive training and support specific to the needs of the children in their care. Additional support, materials or equipment will be given to the Provide if necessary. Professional advice and support, along with resource material and access to special training may be offered.
- Upon request, Parents will be provided with an "Approved Family Day Home Provider's Profile" that includes information about home visits, complaints received and any incidents that have occurred in a Provider's home.
- It is the role of the Home Visitor to ensure that the Parent understands the responsibilities of the Agency, Provider and Parent and that all parties agree to the conditions of service.
- If more than one child from the same family is in need of care it is essential that a separate file be kept and that a separate contact be signed.

2.2 Fees

- Parents will be required to pay for their childcare space at the time of booking.
- Families with Subsidy will be required to pay their parent portion at time of booking.
- Parents will be required to fill out a Parent Confirmed Hour Sheet for the next month's booking which must be handed in by the last Wednesday of the current month, along with payment for the days indicated on their Parent Confirmed Hour Sheet for the next month.
- Parents will be required to pay a "Confirmed Hour Sheet Fee", of \$100. This is a deposit which will be refunded to Parents when the child is no longer in the program, if the monthly hour sheets have been handed in by the last Wednesday of each month. For each time a confirmed hour sheet is handed in late, \$20 will be deducted from the refundable fee.
- If Parents exceed their paid timeslot without notification to the Provider, an additional \$5/15 minutes will apply, to be paid upon picking up the child.
- There will be no refunds for cancellation, *except in the event of extenuating circumstances. Parents pay for a guaranteed space. Examples of extenuating circumstances may include job loss, death in the family, etc. Those wishing to apply for a refund must submit a written request to the MRCCA Board for review.*
- Should there be a need to cancel Providers must be notified.
- If Providers have to cancel for any reason, they will try to provide back-up care. If unable to find back-up care, a refund for that day will be applied to the Parent's account.
- Extra days or hours, not included on Parent Confirmed Hour Sheet, could be available with notice and payment of those days or hours when dropping off the child. This will depend on space availability.
- Short notice spaces will continue to be available with payment made when dropping off the child.
- Monthly billing will not be available

This means that on the last Wednesday of the month parents will be required to drop off at the office or their Provider's home, a filled out Parent Confirmed Hour Sheet along with payment for those days.

Providers will be instructed not to accept children for the day until they have received the Confirmed Hour Sheet and payment for those children.

Day Home Fees:

Daily Rates

- \$35 per 5 - 8 hour day
- \$8 per hour
- Example: cost of a 9-hour day = \$35 + \$8 = \$43.00

Provider Remuneration

- \$31/ 8 hr day per child and \$7/hr/child for additional hours.

Program Fee Policy

Administration fee of \$10/month will be charged for each of the Manning Regional Child Care Association programs:

- Manning Family Day Home
- Manning Day Care

This is required for administration purposes for each program. We do not charge a Registration fee as traditional in most programs in other communities.

Manning Out of School Care Program does not have an administrative fee due to being subsidized by municipalities at this time.

Subsidy Parents Fees for Service:

- When subsidized families attend more than one program they will pay the minimum charge, \$50/month to the program they use the most and \$10 fee to the secondary program.

NSF Charges

- A \$20 fee will be charged to any NSF/bounced checks.

Delinquent fees

- If fees are not paid by the 15th of the month the Parent will be asked to not bring their child/ren to the Providers home until arrangements have been made to bring the account up-to-date.

Change in Hours

- Parents are responsible for letting the Provider know BEFORE the 1st of each month if there will be a change in regular hours.
- Parents are required to fill out the “Parent Confirmed Hour Sheet” and hand it into the Provider by the 1st of each month.
- Parents are also responsible for ensuring that they stay within the paid hours or let the Provider know that they are going to go over the agreed hours.
- If a child is consistently using more than the agreed upon hours the Parent and Provider need to re-evaluate the times and agree upon a schedule that works for both parties.

PLEASE NOTE: No fee adjustment will be credited for hours not used. Parents will be charged the higher fee if actual hours are over their estimate.

Absences and Scheduled Hours

- It is recognized that there are times when children will be unable to attend on regularly scheduled days. However, the Family Day Home Program cannot hold empty spaces when other children are on a waiting list.
- Parents will be required to fill out Parent Confirmed Hour Sheets at the beginning of each month and will be responsible for payment of those days.
- There will be no refunds for cancellation, except in extenuating circumstances, ie loss of job, death in the family, where the Parent may request a refund in writing to the Board who will make the decision.

Late Fee Surcharge

- If your child/ren remain at the Day Home after the agreed upon pick up time, a surcharge will be levied. The charge shall be five dollars (\$5.00) per child for every fifteen minutes or portion thereof.

Rate Change

- Parents/guardians will receive one-month notice of any upcoming rate increases.

Receipts

- Childcare fees are tax deductible and official receipts will be issued at the end of the calendar year for all payments.

2.3 Information Records

- Individual records will be established for each child as stated in Standard 6C and a copy of the application will be given to the relevant Provider.
- All records will be kept confidential and kept in a lockable, portable filing box provided by the Agency
- Records will be returned to the Agency when not relevant, where they will be kept for two years on the Agency premises before disposal. Disposal will be by shredding or burning.
- All records will be available to CFS at all times.
- Parents may request to view their child's records with reasonable notice.

2.4 Caseloads and Monitoring

Home Visitors will:

- Visit Providers home monthly for at least 45 minutes and no more than 1 hour with both scheduled and unscheduled visits. Two visits are for the purpose of safety checks using a CFS approved Home Safety Inspection Checklist. Minimize phone calls as visits are more effective. Set up appointments for scheduled visits and notify Providers of purpose of the visit.
- All contacts with a Provider will be documented after home visits using a CFS approved form.
- All complaints about a Provider will be documented on the Approved Family Day Home Provider Complaint Record form which will be submitted to the CFS monthly.
- Provide Providers with emergency contact numbers and an information binder.
- Have monthly information sessions with Providers. As a group or during the day or evenings.
- By taking direction from Provider's interests and needs, guide and support Providers in their job as their needs and interests become evident.
- Provide opportunities for Provider training based on their interests and needs.
- Plan workshops if they are not offered through the community or the providers are not taking provider-training courses on their own. Provide up-to-date current research and

emerging best practices in health and safety as recommended by licensing and health authorities. Provide information about upcoming workshops and courses.

- Keep a record of the workshops that each Provider has taken as per Provincial Standard 10.
- Encourage Providers to complete the online “Orientation” course.
- Review daily schedules and routines to ensure daily outdoor activity is included.
- Ensure that daily checklists are implemented and updated: Monthly Fire Drill, Weekly Activity Planning sheets, Routine & Schedule, Weekly Toy, Equipment Safety and Cleaning, Menus.
- Write reports after each visit including all agreements made and any problems that may arise. Use the Provider Visit Report Form. Only record what is observed or spoken. Keep Provider Profiles up to date.
- Document all discussions and phone calls involving a problem or incident with a child and/or provider. Make sure all resolutions are documented. All complaints about a Provider are to be documented on the approved Family Day Home Provider Complaint Record form and submitted to CFS monthly.
- Be a role model for providers in your interactions with the children. Provide programming ideas. Record activity performed and the results.
- Keep required forms and menu plans available for providers. Review menus on a regular basis to ensure that they meet the changing nutritional guidelines of research and Canada’s Good Guide to support children’s healthy development.
- Do an annual evaluation of providers and set goals for new year

2.5 Parent Involvement

- Parents are encouraged to choose a suitable home, based on the child's needs regarding languages, culture and child management practices.
- The Home Visitor will arrange for home visit and may accompany the parent or guardian.
- Once a home has been chosen and following the registration of the child, the Parent is required to contract the hours of care that is needed with the agency and Provider.
- Manning Regional Child Care Association has an open door policy for all its programs. Any time when the child is in care the Parent is encouraged to discuss their child's progress and well-being. The M.R.C.C.A encourages the Parents to visit the child in the home. Parents are encouraged to participate in any planned outings that occur when their child is in care.
- During the time of care the Home Visitor will contact the Parents to discuss thoughts and feelings that the Parent may have about the child progress and well being.
- The M.R.C.C.A also encourages the Parents to observe the child in the Provider's home for progress, and development.
- If any concerns or circumstances arise the agency strongly suggest that the Parent and Provider come to an understanding of the situation and resolve the issue. However, if this cannot be obtained or that the Parent does not feel comfortable in taking this plan of action the Director or Home Visitor may be called upon to act as liaison between the Parent and Provider.
- A monthly newsletter will be available to update Parents on news and information regarding the Family Day Home.
- Each child will be placed in a Providers home based on their needs and Parent's wishes regarding language, culture, child management practices, and child/provider relationship.
- Infants and children with special needs will be placed in homes where Providers have expressed an interest in these children. These providers will receive training and support specific to the needs of the children in their care. Additional support, materials or equipment will be given to the Provide if necessary. Professional advice and support, along with resource material and access to special training may be offered.
- All policy changes will be communicated to Parents by written notification with at least one month notice of any changes. Ie, fee changes.
- Upon request, Parents will be provided with an "Approved Family Day Home Provider's Profile" that includes information about home visits, complaints received and any incidents that have occurred in a Provider's home.
- It is the role of the Home Visitor to ensure that the Parent understands the responsibilities of the Agency, Provider and Parent and that all parties agree to the conditions of service.
- If more than one child from the same family is in need of care it is essential that a separate file be kept and that a separate contact be signed.

Parent Involvement Policy

Establish and maintain positive relationships between parents, staff and management and to encourage parental participation and involvement within the Agencies community.

Strategies

31.1 Staff and Parent Interaction/Communication

- a) Manning Family Day Home has an open door policy. The involvement and participation of families is encouraged to ensure positive outcomes for children, families and staff.
- b) Staff shall be proactive in communicating with parents.
- c) Staff shall provide a supportive environment for parents and give appropriate information and advice.
- d) Staff are encouraged to learn about and show respect for varying child rearing beliefs and practices whilst still observing their obligation towards the children's safety and health.
- e) Parents and other family members shall be encouraged to actively participate in the planning and evaluation of the service and its program through regular feedback.
- f) Informal/formal discussions between parents and staff will be encouraged by the Agency to exchange information and ideas concerning their children and the program.
- g) All contact between agency staff, parents and providers is documented.
- h) Family Day Home Facebook page is available as a communication tool for Providers and families.

Social Media Policy

As a communication tool for Parents and Community the Manning Family Day Home Program has a Facebook page. Parents will be made aware of the page which will be used as an information tool for both parents and agency. No pictures of children will be posted without express permission by parents.

Parents are asked:

Please Bring

- Each child is required to have a complete change of clothes (socks, shirt, pants and underclothes). Please bring these clothes in an individually marked bag. They must also have both indoor and outdoor footwear. All personal articles must be **clearly marked**.
- For children still in diapers, disposable diapers and wash clothes (wet ones) are to be supplied by the Parent. If parents are unsure please consult with the provider.

Please Leave at Home

- It easy for a personal toys and treasures to get mixed up with Day Home toys or lost and are best left at home. Unless it is a special occasion or a security toy that is only used at naptime, children are discouraged to bring personal belongings

Arrival

- Parents/guardians are required to escort their children in to the day home and sign them in on the timesheet each day.
- They are encouraged to speak with their Provider at this time to ensure that the Provider is made aware of anything that might affect their child's day or their ability to participate in daily activities.

Departure

- Parents/guardians are also required to come into the day home to pick up their children and sign them out at the end of each day.

- Providers and Parents are encouraged to discuss how the child's day was, highlighting the positive moments as well as mentioning any issues that might have occurred during the day.

Release of Children:

- If someone other than the people identified on the Child Profile form is to collect and transport a child, the Provider must be advised by the Parent of who is coming to pick the child up.
- If the Provider does not recognize the Parent's voice the Provider will ask the Parent a question only the Parent and Provider are familiar with, ie: what color of shirt is Susie wearing today? To ensure they are speaking with the Parent.
- Children will not be released to anyone not listed on the Child Profile unless the Parent has notified the Provider.
- Provider will ask for photo identification if pick up person is unknown to them.
- If specific people are not to have access to a child this information must be included on the Child Profile.
- Children will not be released to anyone who is under twelve years of age.
- **The Provider also has the right to refuse to let a parent or guardian collect a child if they suspect they are under the influence of alcohol or drugs. In such an event, the emergency contact person on the Child Profile will be asked to collect the child.**

Grievance/Complaint Procedure Policy

- Parents/guardians/community members or Providers who have a concern regarding program policy, procedure or implementation of same, shall address their concerns directly to the Program Director of the Manning Regional Child Care Association and work with her towards a solution.
- If unable to come to a satisfactory solution Parents/Community members /Staff may appeal the decision by putting their complaint/grievance in writing, addressed to the Manning Regional Child Care Board where a decision will be made and communicated to the parent/staff.

Inclusion/Diversity Policy

- At Manning Family Day Home we actively promote inclusive practice in order to best meet the needs of the children, families and staff at our Agency.
- All children are welcome to attend Manning Family Day Home Program regardless of ability, need, background, culture, religion, gender or economic circumstances.
- Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other.
- In order to achieve this, we actively engage with children, parents and other organizations as appropriate.
- Parents and children are encouraged to contribute to various aspects of our service for example providing information or resources illustrating aspects of their lives, culture or community.
- Staff actively discourages stereotyping of gender, culture, background or ability by facilitating non stereotypical play and through the use of non stereotypical resources and images.

Child Family and Youth Enhancement Act

- Any suspected child abuse or neglect must be reported to Child and Family Services Authority or the Police.
- Caregivers are instructed to record their suspicions, if unsure, she may consult the Program Director

Challenging Behavior

- All children in the Manning Family Day Home Program will be entitled to a safe environment.

- Children will not be allowed to engage in behavior that is dangerous to themselves or others.

Removal of Child from a Day Home Program

- As outlined in the Family Day Home Program manual, Parents may be asked to remove their children from a Day Home if the situation dictates this is the best solution for solving a serious situation.

Parent/ Staff Communication Policy

1. To develop a positive open relationship between parents and staff.
2. To support the parents in caring for their children.
3. To support the staff in caring for the children. Staff may be able to help parents increase their competence and confidence in themselves as well as their pleasure in and understanding of their children.
4. To encourage parents to help staff increase their understanding of the children and support staff in caring for the children through open channels of communication.

Parent/ Staff Communication Procedure

- Information on the Family Day Home philosophy, policies and procedures is given to new and prospective families to assist them in finding care which is appropriate for their needs.
- Pre-enrollment and orientation meetings and visits are encouraged to adequately acquaint prospective families with the Provider, staff, ideas and programs of the centre.
- Providers are to make themselves available to parents during morning arrivals and afternoon departures. Parents are encouraged to inform Providers of any ‘abnormal’ or significant incidences within the past 24 hours prior to arriving at the Providers home. Providers will inform parents of the child’s day whilst in care.
- Whilst we endeavor to communicate verbally each day, this may not always be possible due to the time restraints of child care. Alternative processes will be in place to exchange information from home to Providers home, and vice versa (newsletters, routine charts, communication books etc)
- Every effort will be made to open the channels of communication, and these will be evaluated regularly at staff meetings to ensure the needs of the parents and the Providers are being met. Communications books may be used.
 - Parents may request meetings with Providers to discuss child related issues, giving one weeks notice to allow Providers time to prepare.
 - Providers may request meetings with parents to discuss their child, giving one weeks’ notice, allowing parents time to prepare.
- Verbal and written forms of communication will be used to allow parents alternative ways to communicate with Providers.
- Parents are also able to e-mail staff at the office at darlenef@abnorth.com or send text messages using the Home Visitor’s cell number **780-836-6075**. The director will check the e-mail daily and pass on any correspondence to staff.
- Parents are encouraged and reminded to inform staff of any sickness, medications, inoculations, or contagious illnesses that the child has had in the past 24 hours as this may affect the child’s temperament at the Centre, and the Providers interactions with the child.
- The director is responsible to translating information if necessary to families and for the public.
- All efforts will be made by staff and Providers to maintain effective levels of communication with parents.
- All contact between agency staff, parents and providers is documented

2.6 Health & Safety Policies

First Aid

- Contracted Day Home Providers must obtain a valid Child Care First Aid Certificate as per licensing requirements.
- Parental consent is required to provide or allow for health care.

Cleaning & Sanitizing

- Regular cleaning and sanitizing of bathrooms, kitchen sinks, countertops, toilets, potties, kitchen tables, high chairs, toys children put in their mouths, bedding and soft toys occur.
- Potties and diapering surfaces are sanitized after each use.
- Providers will have the option of disinfections solution of bleach or other approved solutions.
- Regular disinfecting of furnishings, equipment and play materials is noted daily on a checklist by the door.

BLEACH DISINFECTION SOLUTIONS

1 cup =250ml

1 liter = 1000 ml = 4 cups

½ tsp = 2.5 ml

From the Managing Outbreaks Sheet

4 cups (1 liter) of water and ½ tsp bleach---- Strong solution when you have germs to kill

1 liter of water ¼ tsp bleach ----- Everyday solution

Hand Washing Routine

- Providers will wash hands thoroughly before cooking or eating, feeding a baby or other children, giving medication and diapering and after diapering and toileting for self and for children, taking care of sick child, handling pets, animals, cleaning pet cages, litter boxes and wiping noses.
- Children wash hands thoroughly before eating or handling food, water play and after toileting, having a diaper changed, playing outdoors or in the sand, playing with pets or animals and wiping noses, sneezing, coughing.
- Children use disposable towels.
- Infants have face clothes that are hung on a personalized hook.
- Caregivers will use liquid soap for hand washing, use individual towels and washcloths for each child in care, and launder dishcloths and towels frequently.

Diapering Routine

- The diaper changing area and anything else that comes in contact with a child's feces or urine should always be cleaned and disinfected with a bleach sanitizing solution after every diaper change.

- The diaper area should always be located near a source of warm running water, and have a sink, preferably within arm's reach for convenient hand washing with soap.
- The changing area should always be separate from the food preparation area. The diaper changing area or any other area used for diapering must never be used for food service or storage.
- The table or counter surface used for diapering children should be a smooth, non-porous material such as Formica, hard plastic, stainless steel or a washable pad covered with smooth vinyl. It should be free of cracks and easily cleaned. Use a bleach sanitizing solution in a spray bottle and then air-dry the surface.
- Soiled diapers, soiled linen and garbage are stored in closed containers.
- Proper hand washing for Provider and Child **MUST** occur before and after each diaper change.

Toileting Routine

- Appropriate potty chairs or toilet seats should be available for children to use. Potty chairs should be emptied immediately after each use. Step stools and toilet adapters that help children use flush toilets are preferred.
- Toilets and potty chairs must be cleaned and disinfected after each use.
- The toileting area should also be convenient for hand washing. Hands **MUST** be properly washed after using the toilet.

Personal Grooming Items

- Each child uses his or her own personal grooming items, bed linens and bottles.

Universal Precautions

Practicing Universal Precautions prevents transmission of blood-borne diseases. Following these methods will help protect everyone.

- Wash your hands for 30 seconds after contact with blood and other body fluids contaminated with blood.
- Wear disposable latex gloves when you encounter large amounts of blood, especially if you have open cuts or chapped skin. Wash your hands as soon as you remove the gloves.
- Discard blood-stained material in a sealed plastic bag and place in a lined covered garbage container
- Cover cuts or scratches with a bandage until healed.
- Use disposable absorbent material like paper towels to stop bleeding.
- Immediately clean up blood-soiled surfaces and disinfect with 100% bleach.
- Put bloodstained laundry in sealed plastic bags. Machine wash separately in hot soapy water.

Never delay emergency action because you can't apply universal precautions. The risk of transmission of blood-borne diseases is too small to justify endangering a child. *Source: Child and Family Canada*

Sick Child/ren

For the health of all the children in care, children should remain at home if they are too sick to participate in the daily routine or they have the following symptoms:

- High fever
- Nausea, vomiting and diarrhea
- Rapid or labored breathing
- Contagious illness such as measles, chicken pox, mumps etc.
- Head lice
- Eye infections, ie, conjunctivitis (pink eye)

- Severe cold and or cough
- A new unexplained rash or cough

Parents/guardians MUST notify the Day Home immediately if their child becomes infected with a contagious disease so that the other parents/guardians can be notified.

- A child presenting any of the symptoms noted above while in care will be isolated for the protection of the other children and the Parents/guardians or emergency contact person will be notified to pick the child up immediately. The child will be kept as comfortable as possible until the Parents arrive.
- If a child is not well enough to participate in all activities in a typical day then the child is not well enough to attend the family day home.
- A child does not return to the Provider's home until the Provider is satisfied that the child no longer poses a health risk to others in the program and the Parent declares that the child has been symptom free for at least 24 hrs.

Smoking

- Caregivers will ensure that children in care are not exposed to smoke and that no one smokes in the presence of children whether indoors or outdoors while children are in care.

Home Safety Inspections

- Home safety inspections are done by the Home Visitor, twice a year during home visits using the CFS approved safety checklist.
- Any changes to the checklist require CFS approval.
- Identified concerns are to be corrected by the next month's home visit and documented by the Home Visitor.

Nutrition

- In an eight hour day Providers serve two snacks, which include two food groups and one main meal per day, which includes three food groups.
- A weekly menu will be available at the door so that parents can see what their child has eaten that day and can plan their own meals accordingly.
- Food and snacks being offered in the home reflect the recommendations from the Canada Food Guide and take into consideration children's preferences.
- Care is taken at all times to ensure that food is safely prepared for the children. Hot food is kept hot and cold food is kept cold.
- Kitchen prep area, serving utensils and surfaces are sanitized after each use.
- Providers will hand in their menus at the end of each month to the Home Visitor who will review menus to ensure they meet the nutritional guidelines and Canada's Food Guide to support children's healthy development.
- Parents who have infant children will be required to provide formula and baby food.
- For any extra meals such as breakfast or supper, the Parent and Provider will make special arrangements between them. This may include an extra fee to be set by the Provider

PLEASE NOTE: When families provide food and drink for their children, the program encourages them to also follow the recommendations of the Canada Food Guide. Meals will be supplemented by the Provider if needed.

2.7 Critical Incidents/Accidents and Injuries

- Any accident involving a child in care shall be reported to the Executive Director.
- All incidents that cause injury to the child (physical or emotional) must be documented on an Incident/Accident form.
- An incident is defined as follows:
 - An emergency evacuation
 - Unexpected program closure
 - An intruder in the provider's residence
 - A serious illness or injury to a child that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight;
 - An error in the administration of medication by the provider or other resident
 - The death of a child
 - An unexpected absence of a child from the program (lost child)
 - A child removed from the program by a non-custodial parent or guardian
 - An allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home
 - The commission by a child of an offence under the Act of Canada or Alberta
 - A child left unattended in a provider's home outside of the providers operating hours.
- All complaints are followed up by the Agency through a home visit or interview with the Provider and at the conclusion of the investigation communicate the outcome to the complainant.
- All communicable diseases are reported to Alberta Health Services
- Children's parents or contact are notified immediately of an incident
- If the incident involves a serious injury of a child, death of a child or allegations of abuse or neglect of a child (including the Providers' own children) by a provider or another resident of the home, the agency must immediately contact the local police service and/or Child Intervention Services and the provider's home must be closed for child care immediately until the completion of the investigation.
- If CFS requests that the Agency investigates an incident, the investigation must be completed within two to five working days and the final written report must be completed and submitted the CFS within 12 working days of the incident's occurrence.
- The Director will provide an annual summary and analysis of incidents that occurred in the program using the CFS standardized form.

In case of a serious accident or medical emergency the Provider will:

- Obtain medical assistance as required. If the child is in need of immediate medical attention, the Provider shall attend to the child until an ambulance arrives or until a more qualified person can take over.
- Notify the Parent
- Notify the Program Director as soon as possible of the medical emergency.
- Complete an incident report and have parent sign, and ensures that the form is filed in the child's file.
- Director will inform Children's Services immediately.

2.8 Transportation & Outings Policy

- The Provider will, at times, take the child/ren out on field trips or to places of interest. Parents must be advised of any outings or excursion the Provider plans for the children, including transportation and supervision arrangements.
- Parents are encouraged to participate in any outings or excursions.
- The child's parents have consented in writing to their child's participation in the activity
- Safety rules will be reviewed with children
- prior to each off-site activity.
- Children will be informed and prepared for each outing.
- In case of an activity off the program premises or an emergency evacuation, a staff member will take the portable record of each child with them.
-

When child/ren are transported in a vehicle the following applies:

- Restraining devices (tether straps and bolts) must be installed and used according to the manufacturer instructions. Parents/guardians are asked to supply appropriate car seats on those occasions when the children will be transported.
- The Providers are responsible for ensuring that seat belts are used.
- Providers will ensure that Parents have signed the Transportation Release form.
- Providers will ensure that their vehicle liability insurance is in place for a minimum of \$1,000,000.
- Emergency meds must be available for the child at all times, including on outings.

2.9 Medications, Vitamins and Herbal Remedies

Storage:

- Medications, vitamins and herbal remedies must be stored according to directions on the label and be kept in a locked container or cupboard and it must be inaccessible to children at all times. Container is provided by the Agency

Emergency medication must be stored in a place that is inaccessible to children but does not need to be locked. I.e, epipens or asthma medication. Emergency meds must be available for the child at all times, including on outings.

Administration:

- For both over the counter/herbal remedies and prescription medication the Provider will:
 - a. Have written permission of the Parent including the date and time the medication/herbal remedy is to be given and the Parent's signature.
 - b. Require parents to provide information in writing to Providers about when medications and herbal remedies were given to the child prior to arriving at the home.
 - c. Record the date, time and amount of medication/herbal remedy given on a medication form.
 - d. Record any reactions to medication/herbal remedy
 - e. Administer according to directions on the label.
 - f. Administer only when the medication/herbal remedy is in the original container.
- For chronic conditions such as asthma and allergies the Provider will:
 - g. Be knowledgeable and able to recognize symptoms and know how and when to administer the medication.
 - h. Have written permission, instructions and signature of the parent to aid in administration of medications that are needed.
 - i. Notify the Parent as soon as possible after the medication has been given.
 - j. Record the date, time and dosage of medication on a medication form.
 - k. Administer only when the medication/herbal remedy is in the original container.
- Parents will be notified immediately of any unusual effects on the children following administration of medication.
- Children will be observed carefully for allergic reactions after receiving medication or herbal remedies.
- All remaining medication will be returned to the Parents when authorization to administer has concluded

2.10 Back-up Care

- If a regular Day Home Provider is unavailable to provide child care, the Provider may offer back-up care in their home with an approved substitute caregiver or at another Provider's home, if available.
- Parents will be assisted in the event of a sudden closure of a home by discussing the options and what is available at that time.
- Back-up care is only to be used when all other options have been exhausted.
- It is to be used on a limited basis.

Procedure:

- Backup care providers must be approved by the Agency before providing child care.

The agency requires in their files:

1. RCMP clearance within 6 months of applying, including the vulnerable sector check.
2. Oath of confidentiality signed.
3. Substitute provider application.
4. A summary of the person's background ie. Mother of provider, working for MRCCA, etc.
5. Provider informs parents of back-up plans and Parents initial Back-up Consent form that they have been informed and approve.

Orientation to the home includes:

1. Review of the agency's behavior management: ("Guiding Children's Behavior "p. 13 in the present policy and procedure handbook.)
 2. Emergency information—contact cards which includes any medical conditions, etc., evacuation route & procedure, these are reviewed by provider.
 3. General lay-out of home, snacks, if necessary, etc.
 4. Parental consent to backup care including the person and the time they will be there, using the CFSA approved form.
 5. These are summarized in a checklist.
- If a family is using a home recommended by the Agency for back-up care that home is one of an approved provider ie meeting all the licensing standards.
 - When a substitute provider comes into the home for a brief time, the arrangement for reimbursement is between the two individuals. When the substitute provider is doing back-up care in her licensed Day Home, she is paid the same way as all the other full time providers.

2.11 Emergency Evacuation Policy

Providers will practice fire drills monthly and document on the form supplied.

Emergency Procedures

In the case of a disaster (fire, tornado, flood, blackout, threatening person, vehicle, telephone call or missing child) Providers will follow detailed procedures:

- Each Provider will have a written emergency evacuation plan
- Providers will evacuate home with children from the nearest exit
- She will take with her children's portable emergency records and phone
- She will go to alternative accommodations that have been identified in her plan.
- She will phone 911 and report emergency
- She will call all parents to pick up their children.
- She will call the Agency

Fire Safety and Evacuation Procedures

- A written emergency plan for evacuation procedures and an evaluation route will be available for parents to view.
- Children will be aware of the designated meeting place outside the Day Home in the event of a fire.
- Smoke alarms are required in accordance to the Alberta Building Code and ULC/CSA standards. Smoke alarms must be maintained and in working condition.

Portable Emergency Child Records

- Providers must maintain a complete, portable record for each child in care, which must be taken on all outings and emergencies and must include;
- Child's name and birth date
- Parent's name, physical home address, work address, home and work phone numbers
- One emergency contact name and phone number
- Relevant health information including immunization status and medical conditions.

Emergency Locations

- In case of a fire or any disaster, the Provider will specify a nearby location.
- This will be listed on the Provider Emergency Evacuation Plan.

2.12 Reporting Communicable Diseases

- If the Provider or someone who resides in the family day home residence, or children participating in the family day home service, comes into contact with a communicable disease as listed in Schedule 1 to the Communicable Diseases Regulation (AR 238/85), the Provider must notify the Agency within 24 hours.
- If the individual with a communicable disease receives a physicians note that states they no longer pose a health risk to others, that person may return to the provider's residence.
- All reportable communicable diseases ie. Measles, mumps, will be reported to the Alberta Health Services, Public Health.
- Although HIV (Human Immunodeficiency Virus) and AIDS (Acquired Immune Deficiency Syndrome) is a reportable communicable disease, it is not required by law to disclose HIV status due to the mode of transmission. If disclosure is given to the Agency, this information is considered confidential and cannot be shared without written permission to do so.
- **Universal Precautions** shall be used whenever blood is present to protect against the transmission of Hepatitis B, Hepatitis C and HIV and other blood borne pathogens.
- Child's parents arranges for the immediate removal of child from the program

Signs or symptoms of illness exhibited by a child include:

- High fever
- Nausea, vomiting and diarrhea
- Rapid or labored breathing
- Contagious illness such as measles, chicken pox, mumps etc.
- Head lice
- Eye infections, ie, conjunctivitis (pink eye)
- Severe cold and or cough
- A new unexplained rash or cough

2.13 Hours of Service

- The Provider will determine what hours of care they will provide and days of operation including which holidays they are available and include them, in writing, on the Provider Application and Child application for prospective parents.
- Providers will discuss days and hours of care with the parent and come to a mutual agreement on what works best for both of them. This will include part-time/full-time options.
- Any care provided to registered children outside their stated regular hours is considered a private arrangement between the Provider and the Parent.
- A Provider cannot offer care for a child longer than 18 hours in a 24 hour period without prior written notification to the agency; and
- A Provider offering care to a child for a period longer than 18 hours in any 24 hour period must provide each child with sleeping time (in these cases, the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs and male and female school aged children must sleep in separate rooms.
- Closure of the home for statutory holidays will be at the discretion of the Provider.
- Parents are required to drop off and pick up their child/ren within ½ hour of their start/finish work hours.
- The Provider must be notified, in advance, of any changes to the agreed upon hours. Failure to do so will result in a late fee being charged.
-

Extended Hours

- Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent. Minimum requirements are as follows:
- No Provider shall offer childcare for a child for a period longer than 18 hours in any 24 hours without prior written notification to the Agency.
- The Provider must provide that child with time for sleeping with his or her own bedding and sleeping accommodations that meet the child's developmental needs.
- Male and female school-aged children must sleep in separate rooms.
- Extended care requires the Provider to supply the child with showering or bathing facilities. Children must be bathed individually and supervised according to developmental needs.

2.14 Visual Identity

- Our Agency will use the Government of Alberta's Family Day Home visual trademark on marketing and communication materials related to family day home services. The visual trademark will be used in accordance with the Visual Identity Guidelines (July 2009).
- Providers must display the visual identity for family day homes in a prominent place in the provider's residence while they are approved. If a provider does not maintain approved status, the agency will remove all logos from the Provider's residence.

3.0 Services to Parents

Parents contact Agency for child care services and are given information through the website: www.mrcca.net for application forms, policies, procedures and processes.

3.1 Priority Placement Management

Parents who require subsidy will be placed on a waitlist and will receive priority.

The following are listed in order of priority

- Full time
- Permanent part-time
- Part-time
- Casual

Non-subsidized children will be placed on a waitlist.

The following are listed in order of priority:

- Full time
- Permanent part-time
- Part-time
- Casual

The Agency will keep a waitlist and all contact with parents applying for services will be documented.

3.2 Placement Procedures & Parent Involvement Policy

- Parents are encouraged to choose a suitable home, based on the child's needs regarding languages, culture and child management practices.
- The Home Visitor will arrange for home visit and may accompany the parent or guardian.
- Once a home has been chosen and following the registration of the child, the Parent is required to contract the hours of care that is needed with the agency and Provider.
- Manning Regional Child Care Association has an open door policy for all its programs. Any time when the child is in care the Parent is encouraged to discuss their child's progress and well-being. The M.R.C.C.A encourages the Parents to visit the child in the home.
- During the time of care the Home Visitor will contact the Parents to discuss thoughts and feelings that the Parent may have about the child progress and well being.
- The M.R.C.C.A also encourages the Parents to observe the child in the Provider's home for progress, and development.
- If any concerns or circumstances arise the agency strongly suggest that the Parent and Provider come to an understanding of the situation and resolve the issue. However, if this cannot be obtained or that the Parent does not feel comfortable in taking this plan of action the Director or Home Visitor may be called upon to act as liaison between the Parent and Provider.

- A monthly newsletter will be available to update Parents and Providers on news and information regarding the Family Day Home.
- Each child will be placed on the based on their needs and Parent's wishes regarding language, culture, child management practices, and child/provider relationship.
- Infants and children with special needs will be placed in homes where Providers have expressed an interest in these children. These providers will receive training and support specific to the needs of the children in their care. Additional support, materials or equipment will be given to the Provide if necessary. Professional advice and support, along with resource material and access to special training may be offered.
- Upon request, Parents will be provided with an “Approved Family Day Home Provider’s Profile” that includes information about home visits, complaints received and any incidents that have occurred in a Provider’s home.
- It is the role of the Home Visitor to ensure that the Parent understands the responsibilities of the Agency, Provider and Parent and that all parties agree to the conditions of service.
- If more than one child from the same family is in need of care it is essential that a separate file be kept and that a separate contact be signed.
- Manning Regional Child Care programs support families through parental involvement, sharing of resources and providing information regarding additional supports for their children.

Please Bring

- Each child is required to have a complete change of clothes (socks, shirt, pants and underclothes). Please bring these clothes in an individually marked bag. They must also have both indoor and outdoor footwear. All personal articles must be **clearly marked**.
- For children still in diapers, disposable diapers and wash clothes (wet ones) are to be supplied by the Parent. If parents are unsure please consult with the provider.

Please Leave at Home

- It easy for a personal toys and treasures to get mixed up with Day Home toys or lost and are best left at home. Unless it is a special occasion or a security toy that is only used at naptime, children are discouraged to bring personal belongings

Arrival

- Parents/guardians are required to escort their children in to the day home and sign them in on the timesheet each day.
- They are encouraged to speak with their Provider at this time to ensure that the Provider is made aware of anything that might affect their child’s day or their ability to participate in daily activities.

Departure

- Parents/guardians are also required to come into the day home to pick up their children and sign them out at the end of each day.

- Providers and Parents are encouraged to discuss how the child's day was, highlighting the positive moments as well as mentioning any issues that might have occurred during the day.

Release of Children:

- If someone other than the people identified on the Child Profile form is to collect and transport a child, the Provider must be advised by the Parent of who is coming to pick the child up.
- If the Provider does not recognize the Parent's voice the Provider will ask the Parent a question only the Parent and Provider are familiar with, ie: what color of shirt is Susie wearing today? To ensure they are speaking with the Parent.
- Children will not be released to anyone not listed on the Child Profile unless the Parent has notified the Provider.
- Provider will ask for photo identification if pick up person is unknown to them.
- If specific people are not to have access to a child this information must be included on the Child Profile.
- Children will not be released to anyone who is under twelve years of age.
- **The Provider also has the right to refuse to let a parent or guardian collect a child if they suspect they are under the influence of alcohol or drugs. In such an event, the emergency contact person on the Child Profile will be asked to collect the child.**

Grievance/Complaint Procedure Policy

- Parents/guardians, Providers, Staff or Community Members who have a concern regarding program policy, procedure or implementation of same, shall address their concerns directly to the Program Director of the Manning Regional Child Care Association and work with her towards a solution.
- If unable to come to an acceptable solution, Parent/Provider/Staff or Community Members may appeal by putting their complaint in writing addressed to the Manning Regional Child Care Association Board where it will be reviewed and a decision will be communicated to the Parent/Provider.

Child Family and Youth Enhancement Act

- Any suspected child abuse or neglect must be reported to Child and Family Services Authority or the Police.
- Caregivers are instructed to record their suspicions, if unsure, she may consult the Program Director

Challenging Behavior

- All children in the Manning Family Day Home Program will be entitled to a safe environment.
- Children will not be allowed to engage in behavior that is dangerous to themselves or others.

Removal of Child from a Day Home Program

- As outlined in the Family Day Home Program manual, Parents may be asked to remove their children from a Day Home if the situation dictates this is the best solution for solving a serious situation.

Family Support Policy

Parents looking for and accessing child care services present the perfect opportunity for staff to refer and encourage parents to access additional services. Linking families with appropriate community resources for special needs, health, education and other related services.

Through our child care services we have become a portal in this community for vulnerable clients to be linked with services for parental support, social connections, prevention programs and education.

We advocate for our clients, make referrals to other programs and follow up with agencies and clients which gives them a sense of connection and continuity. In a community with few social agencies, follow through is

important. In a community where low income clients become invisible, follow through makes them accountable but also visible.

- A. Child Care Subsidy
- B. Referrals to North Peace Housing and if parent does not have a phone, will call the Housing authority and arrange for them to meet with client in Manning so client does not have to travel (most low income clients do not have transportation).
- C. Ask if clients if they are aware of the Alberta Child and Adult Health benefit for low income families and provide them with the application from online and help them fill it out. Prescriptions for children and adults can be a real challenge for some low income parents and having access to health benefits eases the financial stress.
- D. Refer clients to Manning Adult Learning and Literacy for help with resume and job search.
- E. Transportation is always an issue and staff will refer to Manning Adult and Learning for learners driving course for low literacy and ESL clients. Staff refers clients for English as a Second Language.
- F. Staff will encourage clients to look into the possibilities of further education and refer to Adult Learning where they can explore the opportunities for further education and funding.
- G. Helping vulnerable clients access housing in an emergency situation and meeting with housing authority on their behalf. (Director a member of the Housing Committee in Manning which advocates for low income housing.)
- H. Follow up with clients on referrals and employment. Encouraging and offering advice to build confidence so they will access other services.
- I. Helping new families that have moved into the community with very little, access basic furniture and household supplies. Refer families to the church run charity second hand store for basics, clothing, seasonal clothing, small housewares. Have made arrangements with the charity for clients to receive help at no cost.
- J. Church run second hand store donates any clothing, supplies and resources for our programs at no cost. Staff shops regularly.
- K. Church run charity sponsors at least one scholarship a year for pre-school so that low income families that do not qualify for subsidy (ie. stay at home parent) can access the program and fees do not become a barrier.
- L. Director of MRCCA sits on the Housing Committee which advocates for low income families.
- M. Director involved with Families First – Community Kitchen organization.

Conflict Resolution Policy

If any concerns or circumstances arise the agency strongly suggest that the Parent and Provider come to an understanding of the situation and resolve the issue. However, if this cannot be obtained or that the Parent does not feel comfortable in taking this plan of action the Director or Home Visitor may be called upon to act as liaison between the Parent and Provider.

3.3 Process for Providing Information & Referrals

Inclusive Child Care Program

- Manning Family Day Home Program is able to offer the services of the Inclusive Care Program to any parent who may wish to take advantage of the service.
- The program is designed to support children (at the request of the Parent) who may have a delay in one of the following areas: visual, speech, auditory, physical, social or emotional.
- If a Provider feels that a child might benefit from additional help in the above areas she would discuss this with the Home Visitor and the Home Visitor would do an observation and then contact the Parents. With written consent from the Parents the Home Visitor would contact the Inclusive Care Program.
- Programs will be set up so that both the Provider and the Parents can use it to help the child's progress.
- Parents can be referred to other services and resources as needed.
- This service is free to parents and will only be accessed with the written consent of the parent or guardian.

4.0 Provider Agency Policies and Procedures

- Providers will be supplied with a Provider Handbook which will contain all relevant Agency policies and procedures which will be reviewed during Orientation.

Professional Development Policy

- In order to provide families with quality child care, MRCCA encourages and financially supports all professional development opportunities for staff and providers, including: upgrading courses, conferences, workshops and safety courses ie, First Aid.
- All Providers will be required to complete the Level 1 Orientation course online within six months of becoming a Provider.
- MRCCA will pay each Provider \$300 upon completion of the online Orientation course that is provided by Children's Services."

Provider Staff Meeting Incentive Policy

- Providers that are contracted with the Manning Family Day Home are expected to attend regular staff meetings and in-services.
- The Manning Regional Child Care Association believes in promoting professional development for its Child Care Providers and provides the following funding:
 - 10 staff meetings per year
 - Providers will be paid \$25 per meeting they attend.
 - Paid out in December of each year.
 - If a meeting is missed, \$25 is subtracted from the total earned.

Supervision and Evaluation of Providers Policy

- All Providers shall have an evaluation upon completion of their probationary period and annually on their anniversary. These evaluations shall be discussed with the Provider and placed in their file.
- The Home Visitor will provide support to the Family Day Home Providers through regular home visits, once per month and more often as needed or requested by the Provider. During these visits the Home Visitor will ensure compliance with all child development, health and safety and facility standards.

Provider Termination of Contract Policy

- If the Provider is not complying with the Standards to the satisfaction of the Agency, acting reasonably, the Agency reserves the right to terminate the "Family Day Home Contract" immediately without giving notice to the Provider.
- In any other case, either the Provider or the MFDH can terminate the Agreement by giving the Agency two weeks' notice in writing.

Physical Environment Policy

Outdoor

- Providers will provide an outdoor play space and ensure that the outdoor play area is safe and free of all hazards including toxic plants, containers holding water, unsafe equipment, environmental hazards and anything else that is dangerous to children at all times.

- Children’s development is supported through outdoor environments with active play spaces and opportunities to experience and learn about the natural world.
- If the outdoor play space is a part of the Provider residence it must be securely enclosed. The Agency can exempt a Provider, using a CFSA approved form, from the requirement to have the outdoor play space securely enclosed if it is not reasonably available and if children will be adequately supervised and protected in the space available.

Equipment:

- Outdoor play structures comply with the standards outlined in the current edition of A Guideline on Children’s Play Spaces and Equipment, CSA Standards.

Sandboxes/Wading Pools:

- Outdoor sandbox must have a tightly fitting cover, which is kept on when the box is not in use.
- Wading pools will be drained and stored on end when not in use.

Indoors

- Child care program incorporate well-designed physical indoor learning environments to foster the optimal development in children.
- Residence must be in good repair and have adequate space to accommodate: windows in every room used by children, adequate heat, light and ventilation, clean, comfortable and sufficient space for developmental activities of children in care.
- Furnishings and equipment must be age appropriate and of sufficient variety and quantity for the number and ages of children in care.
- Toys, equipment and materials should be organized and accessible so children can make their own selections.
- Include individual personal care items for each child, including bedding and bed, mat or mattress.

Appliances

- All appliances that are used in the Day Home must meet safety requirements and are in good repair.

Balloons:

- Balloons will be inaccessible to infants and toddlers.
- Older children will be carefully supervised and taught safe play with balloons.

Pesticides and Aerosols:

- The use of pesticides (indoors and outdoors) and aerosols are to be avoided whenever possible when children are present.
- Children will be kept away from indoor areas where pesticides have been applied recently or kept indoors if pesticides are being or have recently been sprayed in the area around the yard, for as long as is recommended by the local Health Authority.

Storage of Firearms and Ammunition

- Guns will be unloaded and inoperable and locked away in a place inaccessible to children.
- Ammunition will be kept in a locked place separate from firearms and inaccessible to children.
- Keys for storage for guns and ammunition will be stored separately and inaccessible to children.

Animals/Pets

Where there are pets in the Day Home, or other animals on the Provider's property:

- Litter boxes and food dishes must be kept clean
- Children must not have access to animal/pet foods or wastes indoor or outdoors.
- Children will only interact with pets under the direct supervision of the Provider
- Pets will be vaccinated according to local veterinarian recommendations
- Reptiles and amphibians will be kept in an aquarium type container or covered cage to keep children from touching them.

Provider as Independent Contractor

- The Provider and the MFDH agree that the Provider is an independent contractor and not an employee of MFDH. As a result, the Provider will not be eligible for Employment Insurance; will be responsible for his or her own Canada Pension Plan premiums and MFDH will not deduct income tax from fees paid to the Provider.

Provider Record Keeping

- Timesheets are due on the first working day of each month.
- Providers are guaranteed payment for childcare services they have provided.
- It is the Agency's responsibility to bill and collect fees from Parents.
- Providers will be paid monthly and will receive their checks within two banking days of the first of the month.

Provider Guaranteed Payment

- Providers have the responsibility to ensure that Parents sign the "Confirmed Parent Hour Sheets". The Director will be using these for doing the payroll. If the Confirmed Parent Hour Sheets are signed the Provider can charge for time the child was not in care if Parents haven't given 24 hour notice. The Agency guarantees payment to the Provider for **time worked**.

Provider Liability Insurance

- Providers are required by law to carry liability insurance on their home for the purpose of caring for children other than their own.
- Manning Family Day Home Program has a \$5,000,000 liability insurance policy with ING Insurance (Stone's Insurance) and Providers pay \$20.00/month to access this insurance. This will be the only deduction off of their paychecks.
- Providers will be responsible for liability coverage for trampolines and pools if they are planning on using them during day home hours.
- Providers must carry at least a \$1,000,000 liability policy on their automobile if they are transporting children.

Children's Information Records

- Providers will organize child applications and records and keep them in the lockable portable file portfolio provided by the agency.
- Children's information applications will include all information required in Standard 2: Children's Information Records pg. 27
 1. Child's name, date of birth, home address

2. Completed enrolment/registration form and parent/provider/agency contract
 3. Parent/guardian's name, home address, work address, home telephone number, work telephone number
 4. Emergency contact name and telephone number
 5. Evidence that child's parent(s) have been advised of any outings including transportation and supervision arrangements
 6. Daily attendance details including arrival and departure times parents should initial the child's arrival and departure times as a security measure for the transfer of responsibility between the parent and provider
 7. Information about any health care provided to a child including written consent of the child's parent to provide or allow for health care
 8. Any other relevant health information about the child provided by the child's parents, including immunization records and allergies.
- When a child is no longer in care at that particular home the records will be returned to the Agency.
 - Providers will maintain updates to children's information records (ie attendance sheets, new health information etc) for no longer than one month. Within five working days after the last working day of the previous month providers must submit to their agency all updates to children's information records.
 - Records must be kept by the agency for a minimum of two years.
 - Records are available to parents at reasonable times and are available to the CFS at all times.

Portable Emergency Child Records

- Providers must maintain a complete, portable record for each child in care, which must be taken on all outings and must include;
- Child's name and birth date
- Parent's name, physical home address, work address, home and work phone numbers
- One emergency contact name and phone number
- Relevant health information including immunization status and medical conditions.

Provider/Child Ratio

- The Provider/Child ratio indicates how many children one Provider may have in their home at any given time. This includes the Providers own children and any other children the Provider is responsible for even if not being compensated for the care.
- Provincial regulations allow a maximum of six (6) children under 12 years of age.
- Of these six (6), three (3) may be under three (3) years of age and of these three (3) only two (2) may be under two (2) years of age.

Programming, Routines & Child Development Policy

- Child care programs will promote physical wellness in all children and incorporate physical literacy in everyday programming.
- Child care programs will promote competence, active exploration, and learning through play.
- It is expected that each Family day home will provide a well-planned day for the children in their care. Individual providers will be encouraged and supported to provide age appropriate schedules and activities based on children's interests and abilities.
- In the Family Day Homes actual daily schedule and planned activities are at the discretion of each individual Provider.
- Resource information and training on child development and age appropriate activities are available to aid Providers in planning.
- Providers are also encouraged to access available community resources as needed.

- Providers have access to the Toy Lending Library and resources at the Early Childhood Resource Centre.
- The Provider plans and implements a daily routine and includes one planned activity per day that is consistent with the agency’s philosophy and is developmentally appropriate for the ages of the children in their care.
- The daily program and schedule, which includes both indoor and outdoor activities, will be included in the portfolio by the door and will be available to parents and the home visitor when asked to see it.

To ensure that Parents and Home Visitors are aware of the developmental activity in the home:

- Providers will plan activities in the Day Home, responsive to the interests and abilities of the children in care.
- This will be done using the form MFDH Weekly Planned Activities form. It will be accessible in the “By the Door” portfolio for parents and Home Visitor.
- Providers will ensure that books, toys, pictures and other materials are accessible to children, some of which show men and women, boys and girls in non-stereotypical ways. In showing different abilities and age

Craft Kits

- The Agency will supply the Providers with a drawer tower Craft Kit for easy child access and open – ended non-toxic basic craft supplies, which will be replenished once a year. Supplies over and above will be the Provider’s responsibility.

Rest Time

- Children will be given adequate time to rest and relax.
- They do not have to sleep.
- Separate sleeping spaces, blankets and pillows will be available for children to use and children are invited to bring their own comfort items from home.

4.6 Screen Time Policy

- Providers are encouraged to limit the time of all “screen” activities.
- Computer use is closely monitored with programs child-friendly and age appropriate.
- Watching TV and movies are best used during transition times and quiet times

Outdoor Activities

- Part of the day’s activities and schedule in a Family Day Home is to go outside at least once a day weather permitting. Children will not be allowed outside if temperature is below –20 degrees C.
- It is the responsibility of the Parent/guardian to supply weather appropriate clothing the child (boots, mitts, hats etc.)
- If the child does not have this clothing, the Parent will be contacted to bring the necessary clothing to the Day Home.

Infant Care

- Providers will receive Sudden Infant Death Syndrome, SIDS, information and be aware of prevention methods. It always place the baby on his back to sleep. This is included in the Provider Binder.

Non -Toxic Craft Materials

- Providers will ensure that all craft materials are non-toxic.

Field Trips

- On occasion, Providers may take children on field trips with parental permission. The process is:
- Provider will inform Parents about field trip and obtain written permission.
- Provider prepares children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.
- Safety rules are reviewed with children
- Providers take child portable records on field trip.

5.0 Supervision of Children

- Day Home Providers will directly supervise children at all times (outdoor and indoor) to ensure that children in care are physically and emotionally safe.
- Providers will ensure that all loose clothing or accessories and drawstrings are secured or removed from children before play.

6.0 Guiding Children's' Behavior Policy

All children will be respected for their uniqueness, development stages, and cultural experiences. With that in mind, behaviors will be dealt with on an individual basis. The following methods of guidance may be used

- **Redirection:** Guiding a child into acceptable options when engaged in an unacceptable activity.
- **Logical and Natural Consequences:** Endeavoring to make the child aware of results of their actions.
- **Limit Setting:** Developing boundaries for the children.
- **Modeling:** Demonstrating appropriate ways of interacting.
- **Positive Reinforcement:** Emphasizing and focusing on positive behavior.
- **Providing Choices:** Outlining appropriate choices for children to make.
- **Anticipating Trouble:** Planning and preparing the environment.
- **Reflection Time:** Removing the child from a situation that is distressing them for a short period of time. This is a short cooling off period. This method is used only after other methods have been applied re-directing, offering choices, and stating our expectations at each child's level of understanding. This will decrease inappropriate behavior and encourage self-control and self-awareness.

Under no circumstances will corporal punishment be used for behavior management.

- Our Providers, will role model appropriate behaviors, become active listening partners, and allow the children to express their feelings.
- Children will be encouraged to try and solve their own conflicts, Providers will provide direction where needed.
- Parents or guardians will always be advised of any behavior concerns regarding their child.
- Providers and families will work together to support the children in developing effective conflict resolution skills

7.0 Finances & Budgeting

Budget

- An annual budget will be prepared following contract negotiations with CFS
- The budget will follow the contract format and will provide the guidance for administration expenditures.
- The Agency will follow the January 1 to December 31 finance year.
- The Agency will prepare all financial information for a third party review, shortly into the New Year.
- The Director will present financials to the Board for approval.
- The Director will send in renewals for Society along with the financials.

8.0 Child Care Subsidy

- The Child Care Subsidy Program helps parents/guardians of preschool children with the cost of childcare.

You can apply for subsidy if:

- You and your spouse/partner are Canadian Citizens or Permanent Residents of Canada and live in Alberta.
- You and your spouse/partner are currently working, attending school, looking for work or have special needs.
- Your children are aged (0-7) and are not yet attending Grade 1
- Your child is attending a Licensed Day Care Center, an Approved Day Home, or a Licensed Out of School Care Centre.
- You or your spouse/partner stay at home and have your child/ren attend a Licensed Nursery School or other Early Childhood Development Program.

Please visit: www.child.gov.ab.ca/whatwedo/childcaresubsidy for more information and details on how to apply.

Subsidized Parents accessing care

- The Family Day Home office **MUST** receive confirmation of Subsidy approval **BEFORE** Child Care can commence.
- When there is Child care subsidy in place but it needs to be renewed for the following month, Parents will be allowed 5 working days into that month to get the Subsidy renewal confirmation to the Family Day Home office. In the event that renewal does not occur in those 5 days, childcare will be terminated until confirmation of renewal is received.
- If parents wish to access childcare before their Subsidy is confirmed, they must do so by pre-paying that month of care at Full fee. Their account will be adjusted when Subsidy is confirmed.