

A photograph of a woman and a young child sitting on a light-colored floor, playing with toys. The woman is on the left, leaning over the child. The child is on the right, looking down at the toys. The scene is brightly lit, suggesting an indoor setting with large windows. A semi-transparent blue rectangle is overlaid on the top half of the image, containing the title text.

LICENSED HOME CHILDCARE PARENT HANDBOOK

Ages 0 -12



Building healthy
communities

YMCA of
Eastern Ontario

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Welcome

Welcome and thank you for choosing the YMCA of Eastern Ontario as a partner in the care of your child. We are confident that you will be pleased with your decision and we look forward to sharing in your family's life.

The YMCA offers centre-based Licensed Child Care for children 0-12 years. For more information on these programs the Licensed Child Care Parent Handbook is available on the website at www.eo.ymca.ca

That said, we understand that centre-based care may not suit the needs of all children and their families. Licensed Home Child Care (LHCC) is a safe alternative where parents can choose to place their child in a home, with a smaller number of children and approved Provider. LHCC can sometimes be the answer for those families that require non-traditional hours of care such as extended days, evenings and weekends when most centre based providers do not operate. The YMCA is licensed by the Ministry of Education to oversee the homes and Providers. It is subject to the regulations of the Child Care Early Years Act (CCEYA). Homes are supported and monitored by a Home Visitor to ensure compliance and quality.

The information in this handbook is intended to provide you with a better understanding of our child care programs, philosophy, policies and procedures and is a living document and updated as needed. If you have any questions, please feel free to ask any of our staff, they would be happy to assist you.

Child Care Contact	Position	Telephone/email address
Victoria Shepherd	Supervisor & Leeds and Grenville Home Visitor, LHCC	613-342-7961 x 35 Victoria.shepherd@eo.ymca.ca
Julia Lawrence	Kingston Home Visitor, LHCC	613-546-2647 x243 Julia.lawrence@eo.ymca.ca
Crystal Fitzpatrick	Billing Coordinator, Child Care	613-546-2647 x 229 Crystal.fitzpatrick@eo.ymca.ca
Jill MacDonald	Senior Director, Association and Child Care Services	613-546-2647 x 246 Jill.macdonald@eo.ymca.ca

Mission

The YMCA of Eastern Ontario is a charitable organization committed to strengthening the foundations of the community by providing opportunities for the growth and development of all people in spirit, mind and body.

Our Providers

Our dedicated Providers are carefully chosen and supported to ensure quality care. They are individuals with a passion for providing warm, inviting and enriching environments to care for young children. They are reliable and understand the need to establish consistent routines. In order to be eligible as a Provider, the individual must be over the age of 18, pass the health requirements, hold a current certification in Standard First Aid and CPR level C as well as have a Criminal Reference Check performed by the local police department. While onboarding a new provider an orientation/training session with the Coordinator or Home Visitor is required. On going support and continuous professional development are provided regularly.

Our LHCC program offers care daily, from 1 hour to 9 hours, to children from birth to 12 years. Overnight and extended care may be offered by some providers. LHCC programs follow the Ministry of Education's pedagogy "How Does Learning Happen?" as well as our program statement, provided in this document, to ensure that each child's individual needs, interests and abilities are considered. Activities are pre-planned and available for parents to view. Children are offered a balance of structured and unstructured play times through out the day with the focus on building positive relationships with the Provider and other children.

The Supervisor of the LHCC program works with families and Providers to determine the best match for care that suit both parties. A child is placed only after the Provider, parent and child have had an opportunity to meet and sign an agreement.

We recognize the importance of trusting relationships your child builds with our caregivers and we work very hard to maintain these connections. However, from time to time it may be necessary for a caregiver to use a Back-Up Provider. All LHCC Back Up providers are approved by the YMCA and have completed all required training and documentation.

PROGRAM STATEMENT

Our program statement describes how our programs support and foster early learning. It will outline our view of the child, our philosophy and pedagogy as well as the goals and approaches used to ensure healthy child development.

It will also outline how we evaluate our programs to maintain quality and how we support the professionals who work with children. The YMCA Program Statement is reviewed annually to ensure it is aligned with the Minister of Education's Policy statement.

Our View of the Child

Every child is special in the eyes of their parents and those who love them. The children are also special to us. As educators of young children we know that each child is an individual of great human worth and potential. Every child is different in their looks, their growth patterns, their genetic make-up, their previous experience, the way they think and in every aspect of what makes them human beings. We appreciate each child's uniqueness and view the child's growth and development occurring in a holistic manner.

At the YMCA we understand that children learn through play. Play by definition is enjoyable, spontaneous, active and undertaken without external goals and sanctions.

This means children are self-learners and do not require an adult to choose what or how they should learn. When the children's natural activity of play is supported by caring and responsive professionals in positive, developmentally appropriate learning environments, we believe, a child will flourish. The child's innate competence, capacity, curiosity and potential will be maximized.

YMCA Curriculum

The YMCA has a well-established, research based approach to early learning. Our curriculum **YMCA Playing to Learn** was launched in 2000 and has been successfully implemented in all of our programs for children 0-6, since 2008.

The YMCA launched its school age curriculum, **A Place to Connect** for children 5-12 in 2009 with a national roll out beginning in January 2016.

The goals and approaches of the YMCA curricula align in philosophy, standards and recommendations with the provincial frameworks for early learning. Further information about the Ministry of Education pedagogy for the early years can be found below.

Minister of Education's Policy Statement on Programming and Pedagogy

<http://www.edu.gov.on.ca/childcare/programCCEYA.pdf>

How Does Learning Happen? Ontario's Pedagogy for the Early Years

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

Early Learning for Every Child Today (ELECT)

<http://www.edu.gov.on.ca/childcare/oelf>

Our Statement on Play

Each child can reach his or her full potential through play. Our intention is to provide the best possible environment that allows the best possible play for all children in our care. We endeavour to meet the play needs of all children and must do whatever possible to support the natural urge to play.

Play ensures involvement, enjoyment and various forms of success. Play can be powerful or profound, but it is always purposeful.

Play is a vehicle that propels learning and development. Play and development are intertwined: neither precedes the other. All domains of development are supported by play, and play has the additional benefit of being self-initiated and therefore a joy rather than a chore. Play makes discovery pleasurable, but it also propels the child into the vast realm of learning. Play provides a way for children to be healthy in body, mind and spirit.

Play fosters skill development. It offers opportunities for gaining new skills as well as refining existing ones.

Play is directly linked to the child's learning. His or her cognitive development and academic success are enhanced by the play experience.

Play is physical and increases activity levels, fitness, balance, gross motor skills and fine motor actions. There are a wide range of scientific, mathematical, perspective-taking and other cognitive processes in discovery and other types of play.

Play is social and aids in language learning while supporting social skills development. Self-concepts and emotions are better understood through play, as is building of emotional intelligence. Important self-regulatory skills may be acquired and reinforced through play.

Play builds resilience and can help children manage stress. There are often therapeutic benefits to play. Typically, children direct their play in ways that address their own socio-emotional issues.

YMCA Curriculum Goals and Approaches

1) Promoting health, safety, nutrition and well-being:

Keeping children healthy and safe is a priority at the YMCA and we understand that the well-being of their child is a parent's #1 concern. Therefore, we have developed comprehensive, research-based procedures to support children.

Some of the procedures in place include:

- Safe supervision of children
- Child protection procedures and training
- Sanitation and disinfection procedures

- Menu planning following the Canada Food Guide
- Communicable disease prevention
- Emergency procedures
- Standard First Aid and CPR training

2) Supporting relationships:

At the YMCA we understand that young children flourish in all areas of development when they are in positive and responsive relationships with adults. YMCA caregivers build a foundation of trust with children by being available, sensitive, responsive and caring.

YMCA caregivers create an inclusive and respectful environment to foster positive, equitable and collaborative relationships. When children feel safe, secure, valued and a contributing member of their own world they can explore, discover, try new things, grow, learn and develop. To support your child's care, growth and development YMCA caregivers interact and communicate with parents daily sharing observations, documentations and reflections.

3) Encouraging children to interact, communicate and self-regulate:

The YMCA believes that it is the role of the adult in a child's life to support them to learn to interact effectively with the world around them including other children, adults and the environment.

Generally, self-regulation involves gaining a degree of control over one's bodily functions and impulses, managing one's emotions, changing one's behaviours, and maintaining focus or attention on something or someone.

Some of the approaches implemented by YMCA caregivers to set the stage for positive interactions among children include:

- Small group experiences that allow for more individualized adult attention
- Role model inclusive, respectful and collaborative interactions with children and other adults
- Ensure the learning environment is flexible so they can respond in the moment and build on or scaffold children's interests
- Ensure toys, equipment and materials are plentiful and available to children at all times
- Children are given freedom to make choices
- By engaging as a play partner with children, caregivers are able to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises and understanding how their actions affect others

5) Fostering exploration, play and inquiry:

Children are born with a natural sense of curiosity and wonder. They play naturally.

As parents and caregivers, we watch children explore their world through their senses, repetition of tasks, imitation, asking questions and pretending. But what are children really doing? Children are putting together all the pieces of how the world works through exploration, play and inquiry.

6) Incorporating indoor, outdoor, active, rest and quiet activities:

YMCA caregivers design a daily schedule that meets the needs of the children and provides a balance of activities throughout the day.

Consideration for the care requirements, age, developmental level, energy level and interests of the children are included.

Generous blocks of time for children to explore, play and inquire are included both indoors and outdoors. Periods of active and quiet play are interwoven throughout the day.

The weather rarely stops us from having fun outdoors. Children should come dressed prepared to explore outdoors every day however, in very poor weather active play takes place indoors so that children get the physical activity their bodies require.

Young children thrive on regular schedules and feel secure when they can predict what will occur throughout the day therefore, snacks and meal times are consistent as is the rest period for young children in the afternoon.

7) Fostering engagement and communication with parents:

At the YMCA we understand that a parent is the most important person in a child's life. YMCA LHCC Providers play a supporting role while parents go to work or school.

YMCA caregivers and parents communicate on a daily basis about children's activities and health. A record of each child's important development is kept in their journal available to parents to read each day.

Getting to know family members is critical as a caregiver and including family members in program helps a child feel a greater sense of belonging.

8) Involving community partners:

The YMCA works closely with local community agencies and partners in order to support the children and families in our programs.

The YMCA seeks opportunities to share our knowledge and to learn from others in the community through networking, community planning tables and conferences.

9) Supporting educators' continuous professional learning:

The YMCA is committed to the ongoing professional development of our Providers.

After all, what the Provider learns informs practice and the benefit is passed onto the children.

The YMCA provides opportunities for Providers to attend external learning events and conferences and keep legislated training requirements like Standard First Aid and Infant and Child CPR up-to-date.

On a day-to-day basis the Coordinator of LHCC and Child Care management team are responsible for the leadership, mentorship, coaching and development of Providers. Based on the learning needs of the Providers the Coordinator/Manager may meet with Providers to suggest strategies, conduct learning sessions to focus on a particular area of need or interest, invite speakers from other departments or community agencies or provide materials to supplement each caregiver's professional learning.

Prohibited Practices

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to manage unwanted behavior.

Research from diverse fields of study shows those children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long-term impact on physical and mental health, and success in school and beyond.

The YMCA Program Statement sets out approaches that support positive interactions between children, families, staff and the community.

The following prohibited practices are not permitted:

- Corporal punishment

- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of the basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Measures to Deal with Contraventions of Policies and the Use of Prohibited Practices

All contraventions will be assessed, and supportive actions will be taken which may include any of the following: peer mentoring, review of policies and procedures with the supervisor formal feedback and or training. Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by the YMCA. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of the purchase of service agreement.

Duty To Report

The YMCA of Eastern Ontario and its contracted LHCC Providers have a legal obligation to report and suspicions of child abuse to Children and Families Services. Providers are trained in the Child Protection Policy the time of onboarding and complete ongoing training at least annually.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

POLICIES AND PROCEDURES

Definition of Care

One of the benefits provided by LHCC is the flexibility in care that is offered. There are options for children to attend 5 days a week, to follow a set schedule (ie: Monday, Wednesday, Friday each week) or schedule predetermined care on a monthly basis (ie: you will require care the 2nd, 8th, 14th, 21st and 28th of the following month). Schedules must be submitted to your LHCC Provider and the LHCC Supervisor to ensure space is available to suit your need. Parents choosing scheduled care must note that there may not always be a space available. Cancellation of predetermined care must be made 48 hours in advance or fees will be charged for the day.

Days and Hours of Operation

LHCC Providers set their own operating days/hours. YMCA child care programs are closed on statutory holidays (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas and Boxing Day) however, LHCC Providers may be open. Please discuss with your Provider if you require care on any of these days. Should the Provider be closed on the statutory holiday, payment of regular LHCC childcare fees will be required if your child is scheduled to attend care on these days. Where one of these falls on a weekend, the Monday after or the Friday before the weekend will be substituted.

Fees for Service

The YMCA of Eastern Ontario supports the provinces initiative to make child care affordable. As such, we are participating in the Canada Wide Early Learning Child Care System (CWELCC) which will see a reduction in the posted fees of 25% from April 1, 2022-December 31, 2022 and then a further reduction up to 37% of the already reduced fees come January 1st, 2023. As of January 1, 2025, another reduction of parent fees will take place, where applicable.

All families who are attending home child care privately, will see a 25% reduction in fees from their Home Child Care Provider effective November 1, 2022 and then up to a 37% reduction on already reduced rates, as of January 1st, 2023. As of January 1st, 2025, another reduction of parent fees will take place, where applicable.

Effective January 1, 2025, our Leeds and Grenville base fees are calculated on a per day basis and are as follows:

	Under 6 years old	Over 6 years old
6-9 hours (A day)	\$22.00	\$48.75
0-6 hours (B day)	\$20.32	\$43.00

9-14 hours (E day)	\$22.00	\$66.25
Before & After School Care (S day)	\$12.00	\$23.75
Overnight (O Day)	\$22.00	\$63.75

Effective February 6, 2026, our City of Kingston base fees are calculated on a per day basis and are as follows:

	Under 2 years	2-3 years	4-6 years	4-5 years	6 years (CWELCC Eligible)	Over 6 years (non-CWELCC Eligible)
0-6 Hours (B Day)	\$22	\$21.96	\$21.39			\$43
6-9 Hours (A Day)	\$22	\$21.96	\$21.39			\$48.75
9-14 Hours (E Day)	\$22	\$21.96	\$21.39			\$66.25
Before & After School (S Day)				\$14.42	\$12.00	\$23.75
Overnight (O Day)	\$22	\$21.96	\$21.39			63.75

As part of the enrollment package parents/guardians enter into an agreement with the YMCA of Eastern Ontario by signing a service delivery agreement, outlined in the registration package and a pre-authorized debit form. These forms have further details about payment dates and practices. Non base fees that may be charged by a provider or the agency are disclosed upon registration.

Any changes to preauthorized billing must be made in writing to the LHCC Supervisor. This information will be forwarded to the billing coordinator for processing. Acceptable payment methods are credit cards and void cheques. Parents are billed the 1st and 15th of each month, should the 1st or the 15th fall on a weekend or holiday, the child care fees will be billed on the next working day. Refunds or credits of pre-paid fees will only be provided in certain circumstances where the Licensed Home Child Care Provider is closed on non-Statutory Holiday days. There are no discounts, credits or refunds for missed/absent days, vacation days or enrollment cancellation requested with less than two weeks written notice. In the event of closures due to severe weather, facility/utility disruption or school interruption the YMCA will not refund or credit parent fees.

The YMCA works alongside the municipality to ensure child care is accessible and affordable. Families can apply for fee subsidy by contacting their municipal office. If approved, the family will receive a letter of approval which stipulates the conditions under which their fees will be subsidized.

As a charity that serves the community, the YMCA of Eastern Ontario is also able to provide short term financial assistance to families in need. This short-term support is made possible by the generosity of our donors, members, staff, volunteers and corporate and community sponsors. Families wishing for more information should contact the LHCC Supervisor.

Admission and Discharge Policy

Completed registration and payment forms, as well as a copy of your child's up-to date immunization record are required prior to admission. As per our wait list policy admission to a Provider will be offered to families when a space is available, and we will follow the waitlist policy when admitting which outlines how we approach filling vacancies.

Families are free to withdraw their child at any time from the program by submitting written notice to the Coordinator of LHCC at least two weeks prior to the expected last day. Families will be billed up to their expected last day and failure to give adequate notice will also result in the family being billed for this period.

The YMCA reserves the option to terminate services for the following reasons:

- Non-payment of program fees
- Chronic late pick up
- Situations that require specialized services that the YMCA/LHCC Provider are unable to provide
- Parents or children who exhibit abusive behaviour towards Providers or other children and families

Enrollment Wait List Procedures

The YMCA does not charge a fee/deposit for the placement of a child on the waitlist. Parents interested in a space in our licensed home child care program in Brockville, should contact the LHCC Supervisor who maintains a waitlist. It is maintained in a secure place to maintain privacy. At any time, a family may call the center to inquire about their placement on the list.

Information from the parent for the wait list will include

- a) the name, address and phone number of the parent
- b) Child's name and date of birth
- c) Details of type of care needed
- d) Start date and the date of intake.

In Kingston, interested families will be directed to the City of Kingston and County of Frontenac Centralized Childcare Registry and Information Service (CCRIS) at www.kingstonchildcare.ca to place their child's name on our waiting list. This is the only waitlist used by the YMCA of Eastern Ontario-Kingston. This waitlist maintains the privacy and confidentiality of the children listed on it and allows the position of a child on the list to be ascertained by the affected persons/family.

Across the region, placement on the waitlist is prioritized first, by the date and time of inquiry, second, by the requested start date, and then by the following priorities:

Placement of new children may be influenced by a number of factors such as (but not limited to): the location of Providers that have space available, the age of the child, hours of care needed. When a space becomes available, the LHCC Supervisor will match the space with the needs identified by the parent and offer them the space. If they cannot be reached on the first attempt, contact will be attempted again on the next business day. If they cannot be reached, or do not return our call within 24 hours after the second call, the next person on the list will be contacted. A family has 24 hours after initial contact has been made to confirm their acceptance of the child care space.

In the event that subsidy monies are spent before year-end, families requiring subsidized care will retain their position on the list until subsidy funds are once again available.

A parent who "no shows" or cancels two subsidy appointments will have their child's name removed from the waiting list.

Preparing to Start

The YMCA of Eastern Ontario LHCC programs ask that families bring the following items as needed:

- Items for toileting (diapers, wipes, non prescription diaper cream)
- Indoor shoes
- Weather appropriate clothing
- A change of clothes
- Blanket/Sleep sack

Additionally, in the case of infants' bottles, formula, and pacifier (if needed) are required. Please take the time to label your child's belongings with their first name.

We suggest that your child wear comfortable and washable clothing appropriate for active and often messy indoor and outdoor play.

Personal belongings such as toys and treats from home should be minimized. If brought, items need to be labeled and left in the child's cubby/designated area. Outside food should not be brought into the program (except where required and special precautions for handling and serving food must be established by the Provider)

LHCC may plan activities such as community walks or other trips to enrich their program. In these cases, Providers are always in possession of a cellular phone, first aid kit and emergency contact information for each child. Parents consent to their child's participation when signing the service delivery form. If a parent chooses not to allow their child to participate, they should discuss this with their LHCC Provider.

When parents are in the process of determining custody in courts, we are unable to deny access to either parent, until we receive court documentation indicating the permanent arrangements.

Safe Arrival/Dismissal

Young children depend on regular routines for their own sense of security. We recommend that you establish regular arrival and pick up times so that your child becomes familiar with their routine.

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

The home child care provider is responsible for ensuring any communication from parents/guardians related to drop-off or absences is noted on the daily written record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the home child care premises and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the home child care provider must:
 - contact the child's parent/guardian not later than 9:00am. Home child care providers shall call or text the parent/guardian, leaving a message if no response is received, asking the parent to confirm the child's absence.

2. Once the child's absence has been confirmed, the home child care provider shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

The home child care provider shall only release the child to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to.

Where the home child care provider does not know the individual picking up the child, the home child care provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian.

Where a child has not been picked up as expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the time the child reaches their maximum scheduled hours or the program closes, the provider will contact the parent/guardian to notify them that the child needs to be picked up. If the parent/guardian is not reached, the provider will contact the emergency contact on file to arrange pick up. If after 20 minutes, contact with the parent/guardian and emergency contact is unsuccessful the provider will contact local Children's Services (contacts listed at the end of this policy) and follow next steps provided. The provider shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Before contacting Children's Services, providers are to contact the home child care visitor to advise that the child is still in care.

Dismissing a child from care without supervision procedures

Home child care providers will only release children from care to the parent/guardian or other authorized adult (18 years +). Under no circumstances will children be released from care to walk home alone.

In the event a parent arrives at one of our program sites under the influence of alcohol or drugs (or suspected of such), the Provider will take the required appropriate action. This may include, but not be limited to, calling a taxi to take the parent and child home (at the parent's expense) or calling the police.

Contacts

Family and Children's Services Lanark, Leeds and Grenville 613-498-2100 or 1-855-667-2726

Family and Children's Services of Frontenac, Lennox and Addington 613-545-3227 or 1-855-445-3227

Specialized Services

The YMCA of Eastern Ontario is able to access a wide range of specialized services to enhance your child's stay in the program. Inclusive Child Care, Developmental Services, Community Involvement and Early Language programs are a few of the supports available because our Providers are licensed. If you would like additional information about these or other supports, please speak with your Provider or the Coordinator of LHCC

Daily Schedule

The following is a general outline of what a typical day in our LHCC program consists of. Please note that Providers are consistently assessing the needs of the children in their group and responding accordingly to meet their needs.

Time	Activity/Routine
Open 6:45a-8:00a	Arrival
8:00a-11:30a	Morning snack Small group experiences Outdoor/Gross Motor opportunities
11:30a-12:30p	Lunch and wellness routines Preparing for nap/rest
12:30p-2:30	Rest period Quiet activities for early risers
2:30p-5:45p	Small group experiences Afternoon snack Outdoor/Gross motor opportunities

Absentee Policy/Procedure

If your child will be absent for any reason, please inform the Provider before your child is due to arrive. This is extremely important if your child is in a school age program and travels on the school bus. We must know when to expect your child. Continuous failure to inform the Provider could result in the YMCA withdrawing child care services.

There are no discounts or refunds for missed days.

Severe Weather/Utility Related Closure

The YMCA will make every effort to remain open. The Child Care Early Years Act regulates a specific standard of health and safety measures that must be met at all times in order to operate. If these measures will not be met because of severe weather or facility/utility failure, we are required by law to send children home and close.

If conditions warrant closing the program, parents will be notified to pick up their child(ren) if the home has already opened. If the home has not yet opened, families will be contacted, and the home will remain closed.

Families can also listen to the local radio stations; check our website and other social media sites or call their program directly.

In the event of closures due to severe weather, facility/utility disruption or school interruption the YMCA will not refund parent fees.

Outdoor Play

The CCEYA requires that children who are enrolled in full day care need to have two hours of outdoor play each day, weather permitting. The LHCC program strives to make outdoor play safe, adventurous and fun for all of the children. Please ensure that your child has adequate clothing available to participate comfortably in programming outdoors.

Health and Illness

Prior to admission; each child must be immunized as recommended by the Public Health Department. Parents/guardians must provide proof of their child's immunization. Families who for conscientious reasons, decide not to immunize their child must complete an exemption form, available on the Ministry website and provided it to the YMCA prior to the child commencing.

Children with medical needs will be required to complete an individualized medical plan in collaboration with any or all of the following: health care practitioner, child care Provider and Coordinator of LHCC. The plan will outline items associated with minimizing risk, administration and location of required medication or medical devices and who to contact in case of emergency. This plan must be complete before the child is admitted to care and will be reviewed by the Provider at least annually or anytime there is a significant change.

Regulations require daily outdoor play for each child. Children who are too ill to play outside are required to stay home. If you are unsure of your child's health, please keep him/her at home. The child care programs are a very fun and exciting place to be, but only if you are feeling well. A slight fever, a drastic change in temperament, a runny nose, and diarrhea can all be early signs of something more serious. Help us to ensure the health and safety of all the

children by keeping sick children at home if they have a fever over 37.8 degrees C (100 F), have diarrhea or are vomiting. Should your child become ill while attending our program or appears to have symptoms associated with a communicable disease, he/she will be given temporary care, and the parent/guardian will be contacted immediately to pick up the child. If we are unable to contact the parent/guardian, the alternate emergency contact will be called. Should your child be diagnosed as having a contagious disease, we ask that the child be kept at home and that you contact us immediately so that we can inform the other parents. Providers have the right to refuse care if they believe the child is not well enough to attend.

Fees are not refundable for absences due to communicable diseases or other illness. In the event a LHCC Provider is ill, the YMCA will make every effort to provide alternate care where possible. In this situation, parents should contact the coordinator of LHCC.

A child should not return to the program until he/she is ready to participate in all aspects of the program, including outdoor activities without the aid of medications.

Public Health imposes the following exclusions:

- Children may return after being 24 hours fever free
- Children may return to care 48 hours after their last episode of diarrhea or vomiting

If your child is experiencing symptoms of illness, we recommend that you use the online COVID screening tool to determine next steps. <https://covid-19.ontario.ca/school-screening/>

All our Providers have an accessible first aid kit and manual. Minor accidents are reported to the parent when the child is picked up. Accident report forms are completed and copied in order to give one to the parent and keep the other on file. In case of a serious injury, our Provider will attempt to reach a parent immediately. If unsuccessful, the alternate adult designated by the parent will be contacted. An ambulance will be called, if necessary. Until the arrival of the parent or ambulance, the Provider will be in charge and will make all decisions regarding the care of the child. Please understand that it is essential to keep our Provider and coordinator of LHCC up to date with regards to emergency telephone contact numbers. Also, please be advised that expenses incurred in responding to an emergency situation, which in our judgement, is in the best interests of the welfare and safety of a child, are the responsibility of the parents, not the YMCA of Eastern Ontario.

In order to ensure the safety of all of our participants, children in our programs are **NOT** allowed to store any type of medication or health product in their cubby or backpack. It is our policy that Providers do not administer non-prescription medication. We are prepared to administer prescription medication to children, in accordance with the Child Care Early Years

Act. It requires that parents provide:

1. written instructions
2. completed Medication Authorization Form
3. medication, in original container, clearly labelled with the child's name, dosage, duration and expiry date
4. instructions for storage of medication

Parents of children requiring emergency medication (i.e. inhaler, etc.) must complete and sign an Individualized Medical Plan. A Medication Administration Consent form for each medication that is required must also be completed. Please make sure to include all symptoms/reactions associated with your child's medical plan.

Parents of children who require over the counter medication, such as Tylenol, for febrile seizures will require written doctor's instruction. This must be provided to the Provider and the LHCC Supervisor.

Parents of children with anaphylactic allergies requiring an epi-pen (i.e. Benadryl which requires a physician's note) must complete the Medication Administration Form, as well as an Anaphylactic Action Plan. The parent must train the provider and persons frequently in the home on the plan prior to their child's first day of care. It is the parent's responsibility to inform the Provider/ Supervisor of any allergies at the time of enrolment and provide an update, at least annually, of any changes. A child is not permitted to attend the home child care without the required emergency medications and the medications must not be expired.

Despite Public Health downgrading Head Lice to a nuisance, the YMCA LHCC programs will continue to implement a no nit policy. Children found to have head lice will be excluded from the program until they have been treated and are clear of lice and nits.

Sun Safety

The YMCA Child Care programs plan activities outdoors daily and want to use these experiences as an opportunity to foster sun safe habits. Sunscreen with an SPF of 15 or higher, provided by either the parents or the Provider will be applied both morning and afternoon, 15-30 minutes prior to going outdoors. A wide brimmed hat is required; however, sunglasses and light clothing that cover skin are also encouraged.

Standing and Recreational Bodies of Water

LHCC prohibits the use of and access to all standing bodies of water (e.g., ponds) and recreational in-ground/above ground swimming, portable “kiddie” inflatable wading type and hydro massage pools, hot tubs and spas located on the premises of any single or multi-dwelling private residence, including the providers own dwelling. LHCC Providers must ensure that, where applicable, all licensed homes that have standing bodies of water/swimming pools are in compliance with municipal by-laws, the local health unit, CCEYA, public pool regulations, requiring private residences with standing bodies of water/pools to be enclosed by a fence and latched gate. The gate must be kept locked while children are in care, as per the CCEYA. You must also have approval for the YMCA of Eastern Ontario as you are considered a business.

Holiday/Vacation Policy

No allowance is made for vacation time and full fees for child care will be invoiced if holidays are taken on days that the program operates. LHCC families are encouraged to co-ordinate vacation time with your Provider’s vacation if possible. If this is not possible, the YMCA may be able to assist in arranging alternate care. Please consult with your Provider or the LHCC Supervisor.

Reducing Care/ Withdrawal

The YMCA understands that from time to time parents will need to make adjustments to their care schedule or withdraw from the program. Parents must submit their request in writing to their Provider or the Coordinator of LHCC with a minimum of two weeks advance notice. Families will be billed up to their expected last day or change of care day. Parents who do not provide enough notice will also be subject to fee payment.

If you wish to withdraw your child from care temporarily, you will return to the wait list for readmission when a space becomes available.

Car Seat Safety

The car seat safety policy is in place to ensure that children being transported by a licensed home provider is done so safely.

A signed *Permission to Transport Form* must be on file before a Provider can transport a child. A safe and appropriate car seat must be available for each child. The YMCA will provide information to Providers on the standards for transporting children safely.

Smoking

Smoking by anyone is prohibited in any of our LHCC homes or on the premises during operating hours.

Privacy Policy

The YMCA is committed to protecting personal information by following responsible information handling practices. We collect and use personal data in order to better meet your service needs, to ensure a safe environment while participants are visiting our homes, for statistical purposes to inform you about the YMCA program in which you are registered, to complete payment transactions and to satisfy regulatory obligations. From time to time, you may also hear from us in regard to other YMCA programs, services and opportunities that may be of interest or benefit to you.

Supervision of Students or Volunteers

The YMCA of Eastern Ontario adheres to the guidelines set out by the Ministry of Education regulations on Volunteers and Students. These provisions are in place to support the safety and well-being of children attending child care.

- 1) No child is supervised by a person less than 18 years of age
- 2) In licensed programs, only Providers will have direct, unsupervised access to children
- 3) Volunteers and students may not be counted in the ratios for licensed home child care

Fire Safety

The YMCA and its LHCC Providers will work in conjunction with the local fire department to establish evacuation procedures, which are applicable at any time of the day. The Emergency Shelter locations and addresses are posted in each LHCC. Procedures have been established and approved. Fire drills are conducted monthly throughout the year in accordance with the CCEYA. In the case of an emergency evacuation, Providers will rely on the contact information you've provided so it is important that parents keep their information current with the provider.

Serious Occurrence Policy

A serious occurrence is any incident that occurs on or near the child care premises that affect the daily routine of the home. Despite working diligently to provide safe, creative and nurturing environments for young children, serious occurrences can sometimes take place. Examples of serious occurrences are fire, serious injury to a child, unplanned disruption of service, complaint about service standards, natural disaster or confirmed case of COVID 19. It is

a requirement of the Ministry of Education Child Care Assurance and Licensing that serious occurrences are documented and reported to the Ministry within 24 hours or the provider/coordinator becoming aware. The program operator must ensure there is no further risk to anyone involved on site and must follow through with any requirements from the Ministry to prevent similar incidents in the future. A *Serious Occurrence Notification Form* must be posted in a visible area of the home for 10 days following the incident. For full definitions and procedures visit <http://www.edu.gov.on.ca/childcare/offices.html>.

Nutrition

We strive to ensure the nutritional needs of the children while in our care are met. Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Canada's food guide is used to make informed decisions when creating menus provided by the providers. Children in full day childcare will be provided with a morning and afternoon snack as well as a midday meal prepared on site.

Parents are required to provide the Provider with written instructions for feeding infants under one year, as well as for any child with special requirements related to diet/rest/exercise. Parents are also required to provide written instructions when there are any changes to these requirements.

Any child requiring a special dietary arrangement must provide written instructions to the LHCC Coordinator and Provider either at the time of registration or at the time such requirements come into place.

Bagged Lunches

After discussing this option with the Provider; kindergarten and school aged children 44 months (3.6 years old) and older are able to bring lunches and snacks from home. Parents/Guardians should take into consideration their child's eating habits and length of the program when preparing their child's bagged lunch. If a child arrives without a lunch, it is at the Provider's discretion whether or not they are able to provide a lunch and snacks. If they are unable, the Provider will ensure that the parent is contacted immediately to provide one as soon as possible.

Providers must communicate with the Parents regarding allergies within the home child care premise and Parents are to ensure that their child's lunch is free from that allergen. Parents must also ensure that their child's lunch is nutritious and meets the guidelines of the Canada Food Guide (<https://food-guide.canada.ca/en>). Bagged lunches should include items from each of the food groups plus 1 extra fruit or

vegetable. Lunches should not include foods which are low in nutritional value and/or high in sugar. The Provider and/or the Licensed Home Child Care Coordinator will bring any concerns about lunches requirements to the attention of the parents.

Lunch boxes must be labelled with the child's name and as refrigeration may not be possible, parents should use cold packs or thermos for items that are best maintained at a certain temperature so nutritional value is maintained. Best practice would be to have all individual items/containers inside the lunch box labelled for easy identification.

Allergy Awareness

Due to the prevalence of allergies, if snacks and lunches are being provided by the Licensed Home Child Care Provider, **NO** outside food is permitted in the program.

Parent Issues and Concerns

Parents/guardians are encouraged to take an active role in our programs and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care Providers and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Providers are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Provider and YMCA of Eastern Ontario, they will be addressed. We view these complaints as an opportunity to learn and improve for the future, as well as a chance to resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing using the contact information on page 2. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, Providers, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

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

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

Escalation of Issues or Concerns:

Where a complaint cannot be easily resolved, it will be escalated to the relevant member of the Senior Leadership Team. If this person cannot resolve the complaint, it will be escalated to the CEO of the YMCA of Eastern Ontario. If the complaint is about the CEO it will be handled by the Chair of the Board.

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

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

Contacts

- Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
- College of Early Childhood Educators: discipline@college-ece.ca