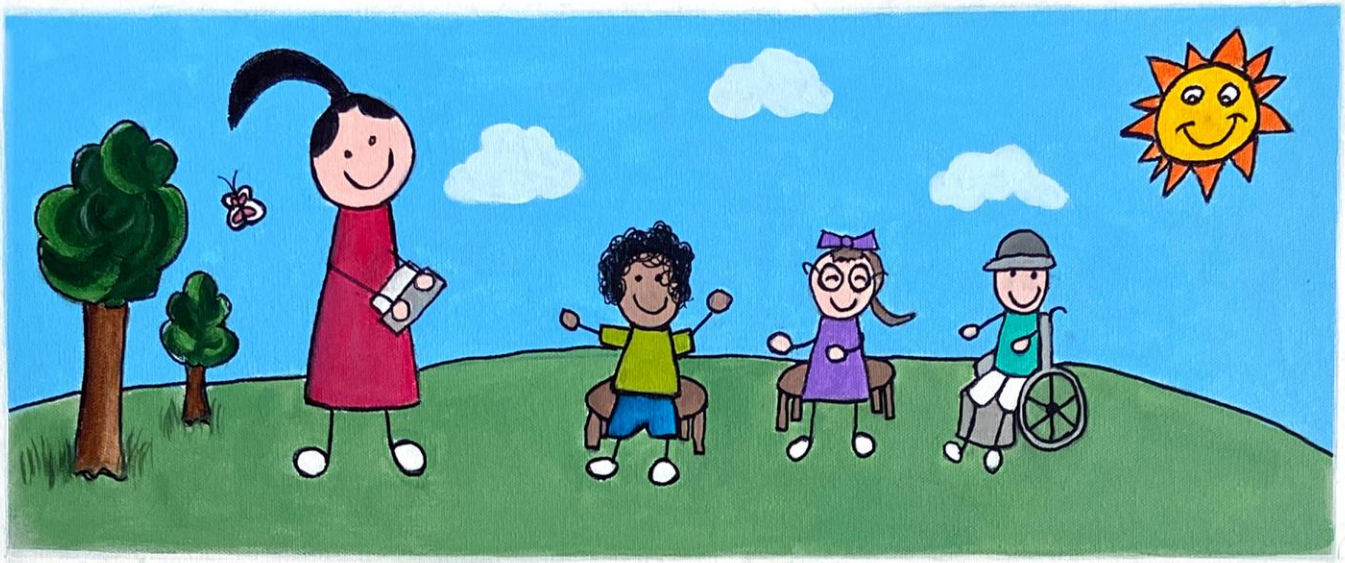
Parent Guide



Home Child Care Services

In this document the *West Nipissing Child Care Corporat*ion is the agency. The Home-Based Child Care Service is under the aegis of the Corporation.

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A. Introduction

The West Nipissing Child Care Corporation hereinafter referred to as "The Corporation" was incorporated in 1990 as a non-profit organization with a charitable designation. As an accredited organization, the Corporation holds an operating license recognized by the Ministry of Education which it applies in the operation of its services and is recognized by the Child Care and Early Years Act, 2014.

B. Program Philosophy

The social and emotional development of children is at the heart of our philosophy. In this respect, the child initiates certain activities and learns through play. The needs and abilities of each child are respected.

Our program is based on the unconditional acceptance of the child. The pedagogical approach used in our home-based daycare services is based on the four foundations of learning: belonging, well-being, engagement and expression, according to the Ministry of Education's document "How Does Learning Happen?.

The child learns to develop a healthy and positive relationship with the adult which is an essential quality for emotional and social development.

C. Mission, Vision, and Values

C.1 Our Mission

Our mission is to bring together child care resources under one Corporation and to provide a range of programs and services that best meet the needs of families in the West Nipissing and the Sudbury East areas.

The home-based child care service was established to help provide access to quality child care for children from birth to twelve (12) years, living in West Nipissing and Sudbury East. Staff from the service are responsible for linking parents with approved providers who will offer exceptional care to their child or children.

C.2 Our Vision of the Child

The child is competent, capable of complex thinking, naturally curious and full of potential. The child is at the center of the family, staff, and environment. Every child should feel that she or he belongs, that she or he makes a valuable contribution to those around and that she or he deserves the opportunity to succeed.

C.3 Our Vision of the Family

The family is the primary influence on their child's learning, development, health, and well-being. They want the best for their child. The family provides a diversity of social, cultural, and linguistic perspectives.

C.4 Our Vision of the Home-Based Child Care Provider

The home-based child care provider is a caring, thoughtful, and resourceful para-professional. He or she creates engaging environments and experiences that support children's learning and development. Reference: "How Does Learning Happen? - Ontario's Early Childhood Education Program"

C.5 Our Values

Quality in our services:

- Provide quality programs that are rich in experience and learning.
- Prioritize the well-being and safety of the children in our care.
- Ensure continuous improvement of the programs we offer.

Francophone Pride:

- Use French as the language of communication in our designated French-speaking child care centres.
- Promote French-language culture by offering cultural activities in French and acting as cultural promoters.

Partnerships:

- Value the contribution of our various community partners, our parents and their families as indicated in the African proverb "It takes a whole village to raise a child".

For more information, please review the Corporation's Program and Pedagogy Policy.

D. Legislation

- The Corporation is governed by standards and policies related to the Child Care and Early Years Act of 2014 (CCEA) and its regulations.

- The home-based child care service complies with the CCEYA- Child Care Early Year Act 2014 regulations and guidelines to ensure the health and safety of all children enrolled and privately placed children.

- To maintain an approved and licensed status, certain criteria shall be maintained and reassessed on an annual basis through the Ministry of Education Program Advisor and according to the applicable principles outlined in the relationship learning resource document for those who work with young children and their families entitled: *How Does Learning Happen? - Ontario's Early Childhood Education Program, 2014.*

- The Corporation is licensed by the Ministry to provide licensed child care. Home-based child care providers are subject to the standards and regulations of the Child Care and Early Years Act, 2014 and are contracted by the Corporation. For more information, please click on the following link: Types of Child Care Services.

E. Child Care Services Offered by the Corporation

- **Centre-based child care services** operate Monday to Friday from 7:00 a.m. to 6:00 p.m. **Note**: To better meet the needs of the parent a change to the usual hours of operation may be granted depending on the demand and availability of qualified personnel.

- **Home-based child care service hours** of operation are determined according to the provider's availability and the needs of the parents requiring the service.

Name and Licence #	Age Group	Address	Telephone Number	Maximum Capacity	Alternative Site in Case of Emergency
Centre-Based Day Care					
Centralized Day Care Centre # 0000109	Birth to 12 years of age	131 Michaud St, Sturgeon Falls, ON P2B 1B9	705-753-4144 ext 213	One hundred and nine (109) children	École catholique Saint Joseph
Integrated Child Care in a School Setting					
La tanière des tout-petits # 00003157 École publique Jeunesse Active	Birth to 12 years of age	130 Lisgar St, Sturgeon Falls, ON P2B 3H4	705-753-1123	One hundred and forty-four (144) children	HANDS – The Family Help Network
White Woods # 00006061	4-12 years of age	177 Ethel St, Sturgeon Falls, ON P2B 2Z8	705-753-4144 ext 213 705-904-0040	Thirty (30) children	Northern Secondary School
La ruche des petites abeilles #00004269 École Ste-Marguerite d'Youville	18 months to 12 years of age	73 Principale St, Verner, ON P0H 2M0	705-594-1090	Forty-nine (49) children	Verner Arena
Le service de garde des louveteaux # 00005474 École catholique Saint Joseph	18 months to 12 years of age	93 Michaud St, Sturgeon Falls, ON, P2B 1B9	705-753-5289	Ninety-five (95) children	West Nipissing Community Health Centre

La niche des lionceaux # 00001738 École catholique Résurrection	Birth to 12 years of age	136 Third St, Sturgeon Falls, ON P2B 3C6	705-753-5757	One hundred and nine (109) children	Golden Age Club
Home-Based Child Care					
Child Care in homes # P1A08	Birth to 12 years of age	Available in more than one community in West Nipissing and Sudbury East	705-753-4144 ext 202	Capacity of 25 homes	As designated by the home-based childcare program provider
EarlyON Child and Family Centres					
Playgroups Evening and weekend programs Information sessions for parents Available in more than one community in West Nipissing					

The Quality and Inclusion Support Services, have since January 1, 2026 replaced the Inclusion Support Program offered by the West Nipissing Child Care Corporation.

A Quality and Inclusion Program Specialist, from the District of Nipissing Social Services Board, visits all our centers, observes regularly and shares with all Educators, Supervisors and the Director, her observations, recommendations and strategies.

E.1 Home-Based Child Care - Service Description

The home-based child care service was established to help provide access to quality child care for children from birth to twelve (12) years, living in West Nipissing and Sudbury East.

The Corporation is responsible for:

- linking parents with approved providers who will offer exceptional care to their child or children, and
- for the careful selection of child care providers who play an essential part in the quality of service we offer.

The home-based child care service selects and trains providers carefully since they play an essential part in our quality of service.

- Providers must participate in an information session and a minimum of four (4) workshops a year. The service is issued a yearly license by the Ministry of Education.
- The Ministry requires the agency to ensure that providers follow regulations regarding adult/child ratio, security, and nutrition as set out in the CCEYA 2014 and *Private Home Day Care Regulations*.
- At least once every two months, the Home Visitor meets with the providers in their home-based child care program to offer support, suggestions and help with programming.
- The providers must offer a safe, healthy, and stimulating environment for the child. Daily programming is essential, to enhance or develop the child's autonomy, as well as his orher physical, social, academic, and communication skills.
- All meals and snacks must be planned in accordance with the Canada Food Guide. All children must be disciplined respectfully and with affection.
- Corporal punishment is not permitted.

The home-based child care ratio is no more than six (6) children at one time in a provider's home. This includes the provider's own child(ren) under the age of four (4). This ensures that all children receive individual attention.

In a licensed service, parents and the home-based child care service providers become partners in the child's development. Good communication is essential to ensure security, and collaboration is essential to the child's development.

If a provider, volunteer, or student contravenes the program statement, additional support and training will be provided to ensure the individual's full understanding of the requirements.

E.2 Standing and Recreational Bodies of Water and septic system

Under Ontario Regulation 137/15 30.1 (1), no child under six (6) years old who receives home-based child care at the premises is permitted to use or have access to any standing or recreational body of water on the premises.
If a provider permits children who are six (6) years old or older who receive home-based child care at the premises to use or have access to a standing or recreational body of water at the premises, he or she must ensure that **at all times** when the children use or have access to the body of water, a lifeguard is present.

If the home-based child care provider is a certified lifeguard, he or she may act in the role of the lifeguard; supervision of the entire group of children must be assured when this role is taken. For more information, please consult sub-section 2.9 (Water/swimming safety) of the Home Child Care Centre Licensing Manual.

All septic access points on the Licenced home childcare premises must be secure, inaccessible to the children and have a secondary safety device.

F. Early Childhood Curriculum

F.1 Ontario's Early Years Curriculum

The curriculum or program for learning in early childhood settings is the sum of experiences, activities and events that occur in an inclusive environment. It is designed to promote children's well-being, learning and development, and to ensure the meaningful participation of each child.

Providers connect with, observe, and listen to children. Through play and inquiry, young children practice ways of learning and interacting with the world around them that they will use throughout their lives.

Through strategies such as problem-solving, critical thinking, communication, collaboration, creativity, imagination, initiative, and citizenship, the child will have the opportunity to further develop curiosity, initiative and independence, decision-making skills, interaction and respect for others, physical activity, communication, her or his personal efforts, and cognitive and social skills.

F.2 Goals Regarding Children and Families:

- Provide quality home-based child care to families in West Nipissing and Sudbury East;
- Promote the development of the child through enriching and stimulating activities;
- Contribute to the mental health of the child and family;
- Promote the development of the child through healthy and hygienic nutrition;
- Stimulate the child's curiosity, self-esteem, and respect for friends;
- Allow the child to identify with his individuality and identity.

For more information, please review the Corporation's Program and Pedagogy Policy.

G. The Home-Based Child Care Provider

G.1 Role as a Para-Professional

The provider complements the role of the parent:

- ensures a safe environment for the child;
- offers constant supervision from an adult (19 years of age or older) to the child;
- ensures that only prescribed medication is administered to the child;
- communicates with the parents regularly, regarding the child's health and behaviour;
- offers a service that corresponds to the values and culture of the West Nipissing and Sudbury East families.

The provider helps in the child's physical, emotional, social, and intellectual, development:

- incorporates, planned outdoor activities, nap time and creative activities that are age-appropriate in their daily program;
- develops a daily schedule with the Home Visitor;
- utilizes resources and educational toys;
- offers nutritious snacks and meals as stipulated in the Canada Food Guide;
- utilizes natural and logical consequences with a child whose behaviour is inappropriate.

The provider performs administration duties which include:

- completing attendance sheets;
- advising the agency in writing two (2) weeks before taking holidays;
- if possible, finding a responsible backup person that will take over when the provider is not available;
- keeping active files as required by the agency;
- informing the agency when a situation arises regarding a child or his/her family;
- reading, signing and respecting the guidelines set out in the provider's contract;
- offering services to the agency and parents as independent entrepreneurs.

H. Home-Based Child Care Service Supervisor

The home-based child care service supervisor performs the following duties:

- screens and selects providers and their homes;
- offers orientation sessions, consultation, training, and supervision to providers;
- links parents and children with providers;
- provides an additional channel of communication between parents and providers;
- monitors providers' care regularly;
- ensures that parents and providers are both clearly aware of their duties and responsibilities regarding the child;
- maintains a liaison with appropriate Ministry personnel;
- provides equipment and toys to the provider when available.

H.1 Choosing and Evaluating Providers
Providers are self-employed individuals who are affiliated as independent entrepreneurs with an agency. An agency's decision to accept a provider is largely based on the recommendations of the Home Visitor who evaluates both the provider and the provider's premises. A support committee is available to assist in such decisions.

H.2 Screening Measures and Vulnerable Sector Checks
In accordance with Ont. Reg.137/15- 60(2):

Before entering into an agreement with a home-based child care provider, the licensee shall obtain a vulnerable sector check from:

- the home-based child care provider;
- every person who is ordinarily a resident of the premises;
- every person who is regularly at the premises.

After an agreement is in place, the licensee shall obtain a vulnerable sector check from:

- every person who intends to become ordinarily resident at the premises, before the person becomes a resident;
- every person who intends to be regularly at the premises, before the person begins interacting with children receiving child care at the premises;
- every home-based child care visitor who may interact with children receiving child care at premises where the licensee oversees the provision of home-based child care, before they begin their employment;
- every volunteer or student who is on an educational placement with the licensee before the person begins interacting with the children.

For more information, please consult Ont.**Reg.137/15.**

H.3 Provider Qualifications
A provider who is selected by the home-based child care service must meet the following criteria:

- be 19 years of age or older;
- provide a recent medical certificate (no more than 3 months old) and receive immunization as recommended by the Health Unit;
- provide a medical certificate and up-to-date immunization for his/her backup;
- consent to a Vulnerable Sector Check;
- consent to necessary inspections;
- have premises that are approved by a Home Visitor;

- complete a First Aid/CPR course before opening a home-based child care program;
- have a valid and up-to-date home and car insurance (if transporting children in care) including comprehensive general liability coverage and personal injury coverage;
- attend information sessions, workshops, and meetings organized by the Home Visitor, the Executive Director, the District of Nipissing Social Services Administration Board, the Manitoulin Sudbury District Services Board, the Ministry of Education or other programs.

When selecting providers, the following characteristics will be evaluated and taken into consideration:

- patient and tolerant with children;
- understands the needs, and knowledge of the children's developmental stages;
- able to establish consistent routines that are appropriate to the ages and developmental needs of children;
- willing to work with and be supervised by the Home Visitor;
- demonstrates adequate language and communication skills to relate to the needs of children, and to communicate with parents;
- open to learning and developing new skills.

The following will also be taken into consideration:

- has a family that is supportive of the provider's responsibilities.
- is willing to offer a commitment to the agency for at least one year.

Note: The agency cannot guarantee children to any provider.

H.4 Confidentiality

All home-based child care information is strictly confidential when discussing the children, their families, and documentation contained in all forms.

I. Parent Participation

Parent participation is important and appreciated whether it be as:

- a WNCCC member;
- a committee member;
- a volunteer;
- a helping hand on outings;
- a resource person.

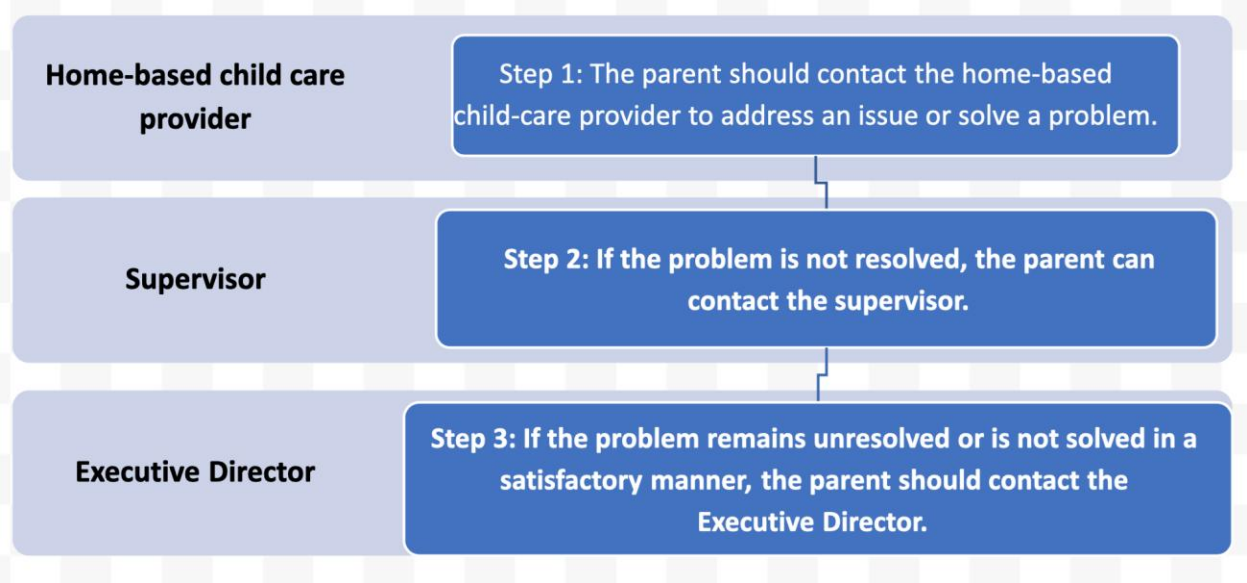
The quality of the home-based child care service relies on parent participation. As they are the consumers, parents' input regarding the operations and the services are of great value.

- Parent input is vital to the parent/child care provider team.
- Parents are asked to communicate with the Supervisor of the service with any questions, comments, or suggestions.
- It is recommended that questions, comments and/or suggestions be submitted in writing to ensure a prompt response.

I.1 Communication Process for Reporting an Issue or Concern

- The Corporation recognizes the important role of the parent as the first educator. If a problem or concern arises, it is important to maintain an atmosphere of trust, cooperation, and openness, to ensure the smooth operation of the home-based child care service. Communication between the parent and home-based child care providers should be open, respectful, and transparent.

- As illustrated in the diagram below, the parent should first and foremost communicate directly with the home-based child care provider to discuss a particular question or problem. If the answer is not satisfactory or the problem is not resolved according to expectations, the parent can contact the supervisor. If the problem remains unresolved, the parent can contact the Executive Director.



For more information, please review the Corporation's *Parent Questions and Concerns Policy.*

J. Admission Criteria

J.1 Child Care Allowances

Home-Based Child Care (Licensed)	Unlicensed Child Care
Maximum of **six (6)** children **under thirteen (13)** years old, including the provider's own children, **BUT no more than three (3)** children **under the age of two (2)** years.	**Maximum** of **five (5)** children **under thirteen (13)** years old, including the provider's own children, **BUT no more than three (3)** children **under the age of two (2)** years.
To promote the safety and well-being of children, licensed home-based child care agencies also consider the following before placing a child: • the ages of the other children in the group; • the child's ability to evacuate independently in an emergency; • the experience and qualifications of the home-based child care provider; • the physical environment of the home; and • any special needs and medical needs.	Unlicensed child care providers are also now required to: • Provide receipts for payment of services upon request and free of charge. • Inform parents/guardians in writing that they are an unlicensed provider. This notification should say: "This child care program is not licensed by the Government of Ontario." Providers must keep a copy on file for two years. • Allow the parent/guardian access to the premises and their child (with specific exceptions).

For more information, consult [The Home Child Care Licensing Manual](#).

J.2 Parental Contract

- For all children enrolled in the home-based child care service, the parental contract must be completed with the child's registration. The parental contract is designed to provide specific data related to the days and hours of care sought by the parent, for his/her child in the home-based child care service.

- All changes to the parental contract must be issued ten (10) working days before the change. This includes a reduction of services or an increase in the days of service, a permanent or temporary withdrawal of the service or any other modification brought to the contract.

- The home-based child care service also offers occasional care. Parents are urged to respect the hours indicated in the parental contract. If the child is going to be picked up late, we ask that parents notify the provider as soon as possible.
- Full-time is defined as a minimum of three (3) full days a week.

- Parents may choose to change from a home-based child care service to a centre-based child care service for any specific reason. To change, a ten (10) day written notice must be given to the provider and the agency.

J.3 Registration Process

The minimum age is from birth and the maximum age is twelve (12) years inclusively.

To register a child for daycare, the parent shall:

A) For West Nipissing:

- initiate a request on the District of Nipissing Social Services Administration Board website;
- create a family profile according to the instructions specified;
- submit an up-to-date immunization status report;
- complete personal, medical and registration information forms.

B) For Sudbury East: Contact the Supervisor at 705-753-4144 ext 202.

The "first-come, first-served" basis is used, without any discrimination towards the child who shows a delay in development. However, priority Is given to full-time registrations. For further information, please consult the Corporation's Waiting List Policy.

K. Fee Schedule – Home-Based Child Care

K.1 Fee Schedule for Home-Based Child Care – WEST NIPISSING (July 2025)

Children from birth to 18 months (Infants 1 to 1 ½)	
Description	**Fee**
Full day (6 hours, - 10 hours)	$ 20.79
Half day with lunch (2-5.5 hours)	$ 16.07
Special Fees	
Hourly rate (maximum of 2 hours)	$ 10.00
+10 hrs, -18 hrs care (includes 2 snacks, 2 meals)	$ 22.00
+18 hrs, 23.5 hrs (all meals included)	$ 22.00
Children from 18 months to 30 months (Toddlers 1 ½ to 2 ½)	
Description	**Fee**

Full day (6 hours, - 10 hours)	$ 17.96
Half day with lunch (2 - 5.5 hours)	$ 15.59
Special Fees	
Hourly rate (maximum of 2 hours)	$ 10.00
+10 hrs, -18 hrs care (includes 2 snacks, 2 meals)	$ 22.00
+18 hrs, 23.5 hrs (all meals included)	$ 22.00
Children 30 months to 5 years old - (Preschool / JK SK)	
Description	**Fee**
Full day (6 hours, - 10 hours)	$ 17.01
Half day with lunch (2-5.5 hours)	$ 14.65
Special Fees	
Hourly rate (maximum of 2 hours)	$ 10.00
Before & After school	$ 12.00
Before school	$ 9.00
After school	$ 11.00
+10 hrs,-18 hrs (includes 2 snacks & meals)	$ 20.79
+18 hrs, 23.5 hrs (tous les repas inclus)	$ 22.00
Children 6 to 12 years old (School Age)	
Description	**Fee**
Full day (6 hours, - 10 hours)	$ 38.00
Half day with lunch (2 - 5.5 hours)	$ 33.00
Special Fees	
Hourly rate (maximum of 2 hours)	$ 10.00
Before & After school	$ 24.00
Before school	$ 11.00
After school	$ 13.00
+10 hrs,-18 hrs (includes 2 snacks & meals)	$ 46.00
+18 hrs, 23.5 hrs (tous les repas inclus)	$ 54.00

- The fees established are **for each child** using the service for that day.
- Additional fees will be added for:

- weekend care services.
- parents who pick up their children after the provider's closing time. (A fee of two dollars (2.00$) per minute will be charged per child.) These fees are not covered by CWELCC-Canada-wide Early Learning Child Care System.

- There will be a thirty (30) day notice to parents if there are any changes in the fees.
- A receipt will be issued at the end of the year for income tax purposes.
- A minimum increase of one percent (1%) increase in fees will be made to the rates each year unless otherwise determined.

K.2 Fee Schedule for Home-Based Child Care – SUDBURY EAST (January 2026)

Children from 0 months to 5 years old	
Description	**Fee**
Full day (6 hours, - 9 hours)	$12.50
Half day with lunch (2 – 6 hours)	$12.00
Before & After school	$10.60
Before school	$ 5.30
After school	$10.60
Special Fees	
+9 hrs, – 13hrs care (includes 2 snacks, 2 meals)	$17.55
+13 hrs, – 23.5 hrs (all meals included)	$22.00
Children from 6 to 12 years old	
Description	**Fee**
Full day (6 hours, - 9 hours)	$28.70
Half day with lunch (2 – 6 hours)	$17.20
Before & After school	$11.45
Before school	$ 5.70
After school	$11.45
Special Fees	
+9 hrs, – 13hrs care (includes 2 snacks, 2 meals)	$40.20
+13 hrs, – 23.5 hrs (all meals included)	$51.70

- The fees are established for each child utilizing the service on the day in question.
- A minimum yearly increase of one percent (1%) will be added to the fees unless determined otherwise.

- There will be a thirty (30) day notice to parents if there are any changes in the fees.
- At the beginning of each month, you **must** remit a series of weekly post-dated cheques, to cover the child care cost for the month, payable to the W.N.C.C.C. Payments by cheque may be given to the Provider in a sealed envelope with the name of the Home Visitor so receipts may be issued.
- **A charge of $25.00 will apply to NSF cheques. Unpaid fees after ten (10) working days of invoicing will mean automatic discharge.**
- A receipt will be issued at the end of the year for income tax purposes.

Credits and re-imbursement to Caregivers:

- The Supervisor reviews the account receivable and determines if a reimbursement is in order.
- A purchase order is completed and reviewed by the Director for final approval.
- Once approved, a cheque is processed by the payment department and mailed or hand delivered to the caregiver.

L. Adaptability of the Child

The child who attends the home-based child care service will be assessed on an individual and continuous basis to ensure his adaptability to the child care environment.

Specifically:

- For each child, there is a trial period of approximately two (2) weeks to allow the child to adapt to the daycare service.
- The provider communicates regularly with the parent to inform them of the child's level of adjustment.
- The parent is informed of their child's activities based on daily observations during the child's stay in the program.
- Individual goals are set and discussed with the parent for each child.
- Regular communication is maintained between the parent and the provider to ensure a constant approach that promotes adaptation to the home-based child care service.

The following strategies will be recommended for the child who demonstrates a persistent difficulty in adaptability and/or the use of violence towards other children and/or the provider:

1. A meeting with the parent(s)
2. A partial reduction in service (half-day, 2 days a week)
3. Support from a resource consultant to share strategies
4. A temporary withdrawal from service
5. A transfer to another service

M. Payment Policy

- Fees for home-based child care services are approved by the Board of Directors of the West Nipissing Child Care Corporation and the District of Nipissing Social Services Administration Board (DNSSAB) or the Manitoulin-Sudbury District Services Board. A written notice will be sent to parents.

- At the beginning of each month, parents may pre-pay their account in cash or by e-transfer. If this option is not feasible then parents must submit a series of post-dated cheques to cover the cost for the month payable to W.N.C.C.C. If payment is not received before the start date, then the child or children will not be allowed to receive child care service. Payment may be given to the provider in a sealed envelope with the name of the Home Visitor so receipts may be issued.
- Parents also have the option of paying online if they have an account with Caisse Populaire through their Access-D account or by transfer.
- A charge of $25.00 will apply to NSF cheques.
- A charge of $25.00 will apply on all stop payments.
- A charge of $25.00 will apply on cheques that are made from a closed account.
- **Unpaid fees after ten (10) working days of invoicing will mean automatic discharge.** If the account remains unpaid after the tenth day, the account can be referred to the Small Claims Court and the Credit bureau.

N. Termination or Temporary Withdrawal of Services

- If parents withdraw their children from service, they are required to pay the balance owing on their account that same day. If the account remains unpaid after the fifth (5) day, the account will be referred to the Small Claims Court and the Credit bureau.
- Parents are required to give ten (10) working days written notice before withdrawing their child on a permanent or temporary (i.e.: surgery) basis.
- Fees still owing must be paid on or before the child's last day of attendance. The payment should include these ten (10) days of notice.

O. Rules to Follow to Avoid Invoicing

Vacation

A parent who wishes to go on vacation must advise the Supervisor of the service in writing, twenty (20) working days in advance in order not to be billed.

Other

All other absences will be billed to the parent(s) if the agency hasn't been advised in writing twenty (20) days before the absence. (e.g.: planned vacation for Christmas, March Break or Summer).

P. Financial Assistance

Some parents could benefit from financial support to defray child care costs if they meet the eligibility criteria. To receive more information on this subject, please contact the Supervisor/Home Visitor of the service, visit www.ontario.ca or click on the website's webpage: Financial Supports for Child care.

Note to families receiving financial assistance:

A ten (10) day written notice by the parent(s) must be given to the Supervisor of the service before the permanent or temporary withdrawal of the child from the program.

This note will serve as a reference to the Children's Services Representative who is responsible for the authorization of financial assistance.

Parents who receive financial assistance and who choose to leave their child(ren) in the child care service longer than their scheduled work or school hours will be charged an extra hourly rate according to the fee schedule. This additional fee will not be covered by the financial assistance.

Subsidies will only cover during the parents' work or school hours. We recognize that time is required to travel to and from work and this factor is taken into consideration within your required child care hours.

Q. Bereavement Leave

A leave of five (5) consecutive days at no charge will be granted to the child that must be absent from the child care service due to death to the following people:

- **parent(s)** - (the person that has legal parental responsibility for the child),
- **grandparent(s), uncle(s), aunt(s), brother(s), sister(s)** of the child.

R. Statutory Holidays

All home-based child care programs are closed on the following statutory holidays:

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

Parents will be charged according to parental contracts.

S. Access to Child and Premises

As stated in the Child Care and Early Years Act, 2014, 10(1), "No person providing child care, or operating premises at which child care is provided, shall prevent a parent from having access to his or her child except:

- if the person believes on reasonable grounds that the parent does not have a legal right of access to the child; or
- in the circumstances prescribed by the regulations.

No person providing child care at premises shall prevent a parent from entering the premises while child care is provided there for his or her child except:

- if the person believes on reasonable grounds that the parent does not have a legal right of access to the child;
- if the person believes on reasonable grounds that the parent could be dangerous to the children at the premises;
- if the parent is behaving in a disruptive manner;
- in the circumstances prescribed by the regulations.

S.1 Arrival and Departure Policy; <u>Safe arrival and departure Policy</u>

Parents are asked to maintain a fixed schedule regarding the arrival and departure of their child from the service. The child must be accompanied by an adult thirteen (13) years or over with written authorization provided by his parent or guardian.

Children will not be released to a person other than the parent or another adult who can present a signed authorization from the parent.

Special permission may be granted to a school-age child. A form must be filled out at the time of registration.

Parents are asked to notify the provider a HALF-HOUR before his/her regular departure time if the child is to be picked up later than usual.

Parents are asked to notify the provider before 8:00 p.m. the night before or 1 hour before regular arrival time if the child will not be attending the program due to illness, vacation, or other factors.

For the child who will join the service for lunch, the parent is asked to inform the program before 10:00 a.m. and the child must arrive before 11:00 a.m.
A late fee of $2.00 per minute per child is charged to the parent after your Provider's closing hours. The additional fees are not covered by CWELCC-Canada-wide Early Learning Child Care System.

If by the time of closure, a child is still in care and his/her parent has not communicated with the Provider that he/she will be late, the emergency person named on the admission form will be called. If this person cannot pick up the child at once, the Children's Aid Society will be called to pick up the child within a half hour.

If the parent or the authorized person comes to drop off or pick up a child and is intoxicated, the Provider is instructed to arrange for an alternate authorized person to pick up the child. If the person leaves with the child, the police and the Children's Aid Society will be contacted. If the person leaves without the child but drives a vehicle, the police will be notified.

Any person who is intoxicated will not be allowed on the premises.

T. Essential Items to be Provided by Parents:

For infants and toddlers (as required):

- at least eight (8) diapers for the day;
- baby wipes or paper towel for diaper changing;
- prepared formula, baby food and bottles with milk;
- pacifier if used at home;
- only clean, empty plastic bottles for juice or water (labelled with the child's name);
- child security object ex: blanket, stuffed animal etc.

For hygienic reasons:

- providers may not refill used bottles; therefore parent(s) need to send extra-sterilized bottles.
- To help maintain sanitary conditions, parents using cloth diapers are responsible for bringing soiled diapers home every day.
- Parents are responsible for cleaning their children's dirty clothes.

Clothing:

- two (2) complete changes of clothing including pants, sweaters, undergarments and socks;
- indoor shoes or non-stick walking slippers;
- sun hat and sunscreen in the summertime;
- The child must always be dressed according to the outside temperature such as snowsuits, hats, scarfs, mittens, boots, etc. since children engage in daily outdoor activities,

Note: The parent must ensure that personal items are labelled with the child's name. (clothes, objects, boots, etc.) The provider is not responsible for lost clothing or objects.

T.1 Equipment Offered by the WNCCC to Provider

- The agency will provide equipment (ex: highchairs, playpens) and other toys, as far as financially available.
- The Home Visitor together with the provider will determine the needs for materials and equipment in the home-based child care program.
- The Home Visitor will determine for how long the equipment can be borrowed. He/she will also take into consideration the number of children and their needs.
- The Home Visitor will look after the transportation of the equipment from the service to the provider's home if the provider is unable to do so.
- The Home Visitor will organize a code system and inventory for the equipment and toys.

T.2 Provider's Responsibilities

- The provider must ensure that the equipment is returned to the service in good condition, clean and safe.
- The provider will have to pay for the replacement cost or repairs of the equipment and toys that are damaged due to negligence or misuse.
- The provider will have to provide **at least two (2) toys per child** and if possible, equipment so that the program is safe, stimulating, and favorable to the children's optimal development.
- The providers are encouraged to utilize the resources in their respective communities, such as:
    - playgroups
    - other community resources: i.e.: library, pool, health unit, playground.

U. Behavioural Intervention

U.1 Intervention Techniques

1. Establish limits so that the child learns that her or his strong emotions should not make her or him regret his actions.
2. Teach the child about safety, property care, good health habits and respect for others.
3. Explain and help the child to use his words instead of hitting or crying.
4. Encourage the child to find her or his own solutions.
5. Encourage the child to find another activity if she or he becomes uncooperative.

PLEASE NOTE: The techniques mentioned above are used for the safety of the child and that of other children and/or adults in the service. Corporal punishment is PROHIBITED.

U.2 Process for Responding to Inappropriate Behaviour

1. Explain the rules of the program to the child.
2. Explain once to the child why her or his behaviour is inappropriate, making sure the child understands.
3. Give the child choices and let her/him make decisions within necessary and reasonable limits.
4. If the child does not make a choice, the provider will redirect her or him.
5. If the inappropriate behaviour continues, the child will be temporarily removed from the group (activity).
6. Once the child is calm, the provider will explain (clearly and briefly) to the child why she or he has been removed from the group.
7. Next, the child will be asked to rejoin the group.
8. If the child's behaviour persists, intervention by the resource consultant will be required to receive and exchange new strategies.

Note Time out is utilized as last resort or if a child demonstrates violent behaviours.

U.3 Prohibited Practices

Young children benefit from affirming approaches that encourage positive interactions with other children and with adults.

To protect the emotional and physical well-being of all the children at home-based child care premises and at all child care centres, physical punishment and other harmful disciplinary practices are forbidden.

None of the following practices are observed in the home-based child care premises or in the

child care centres where children are being cared for:

- corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- physical restraint of children, including but not limited to confining the child to a high chair, a car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until the risk of harm/injury is no longer imminent);
- locking the exits of the child care centres or home-based child care premises to confine the child, or confine the area or room without adult supervision, unless such confinement occurs during an emergency;
- use of harsh, degrading measures, threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth;
- depriving the child of 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.

Contraventions to the program statement and prohibited practices will be handled in a progressive sequence of actions (always reflective of the severity and number of prior contraventions):

1. Verbal warning
2. Written letter
3. Suspension without pay
4. Dismissal

For more information, please review the Corporation's *Prohibited Practices Policy.*

V. Nutrition, Allergies and Anaphylaxis

V.1 Nutrition

- Healthy nutrition for the child is important. A child attending home-based child care will receive one (1) hot meal and two (2) nutritious snacks daily.
- Infants under one year of age should be fed in accordance with the caregiver's written instructions.
- No outside food or treats will be brought to the daycare service unless the child has a special diet.

- No menu substitution will be permitted for the child unless the child suffers from allergies or has a special diet as identified by a parent, a doctor and/or a dietician.

V.2 Allergies and Anaphylaxis

- Anaphylaxis is a severe allergic reaction that can be fatal. It requires prevention strategies and immediate intervention in the event of an emergency.

- The Corporation's *Allergy and Anaphylaxis Policy* outlines procedures to help meet the needs of children with severe allergies and to provide parents, employees, providers, students, volunteers and visitors to home-based child care facilities with relevant and important information about anaphylaxis. This policy is intended to fulfill the obligations of child care agencies to have an anaphylaxis policy under Ontario Regulation 137/15. The requirements outlined in this policy are consistent with *Sabrina's Law, 2005.*

For more information, please refer to the Corporation's *Allergy and Anaphylaxis Policy*.

W. Sleep/Rest Time

Under the requirements of the *Child Care and Early Years Act* (CCEYA) all children from birth to five (5) years of age shall have a rest period of up to two (2) hours per day.

- Children who are not asleep after half (½) an hour will be allowed to get up and do quiet activities.
- Rest is mandatory even if the child is not sleeping.
- For those who take advantage of occasional child care, the child should join the group before 11:30 a.m. or after 3:00 p.m.
- For more information, please consult the Corporation's *Sleep Supervision Policy* established by the Corporation.

W.1 Outdoor Supervision

- As required by the Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/15 (General), an outdoor supervision plan is available, signed and agreed upon by the Home Visitor, the provider and the parent of each child receiving care at the premises.
- The provider will bring all the children in his or her care to the designated outdoor play area, and:
  - will continuously scan and move through the environment to ensure that there are no health and safety concerns, and if so, will address them accordingly;
  - will ensure effective supervision of all the children in his or her care, while at play,

in the entire playground, at all times;
- will encourage all the children in his or her care, to follow the safety rules;
- will encourage children to explore nature at its best.

- If someone needs to go to the washroom, he or she will bring all the children inside and return outdoors once they are done.

X. In Case of Illness

X.1 Rules for Sick Children

Home-based child care providers shall:

- comply with all stringent health and safety requirements established by the Ministry of Education and local public health unit, as applicable.

- Ensure that they have received the training regarding all public health and safety protocols, ex., CPR, and First Aid for circumstances such as the use of an EpiPen.

To protect the children in care, parents are asked to keep their children at home, if any child has the following symptoms, **we will not accept her/him at the home-based child care program:**

- A **temperature** of 100°F or 37.8°C or higher. A child can return to the home-based program after being 24 hours symptoms free.

- **Conjunctivitis**: (generally known as pink eye) the eye is weepy, red and feels sore or itchy. Intolerance of bright lights. Discharge of pus causing eyelashes to stick together after a night's sleep.

- **Bronchitis:** May arise because of a minor upper-respiratory-tract infection, such as a common cold or sore throat. Possible symptoms: raised temperature, dry hacking cough, changing to a cough that produces green or yellow phlegm.

- **Skin eruption:** That you can't identify or have not been diagnosed by a doctor.

- **Impetigo:** Tiny blisters around the nose and mouth or ears, which ooze or harden to form crusty, yellow-brown scabs.

- **More than one diarrhea:** Frequent passage of loose, watery stools. The child can return to the home-based program after 48 hours symptom free.

- **Vomiting:** Violent expulsion of the contents of the stomach through the mouth. (More than the usual regurgitation). The child can return to the home-based program after 48 hours symptom free.

- **A cold with high fever:** Sneezing and runny nose.

- If the doctor has diagnosed an **ear or throat infection** and has prescribed antibiotics to the child, the child shouldn't attend the child care service for **twenty-four (24) hours** after starting the medication.
- **Lice and scabies:** Before returning to care, the child shall be examined by a nurse or doctor.

- **Contagious illness:** For the following contagious illnesses the child shall be kept at home for the isolation period that has been determined by a doctor: chickenpox, mumps, German measles, rubella, Covid-19 etc.

- If a child tests positive for COVID-19, the child will need to follow the isolation protocols established by the local health unit. For more information about health and safety measures in child care services, please click on the following link: COVID-19

If a child becomes ill during hours of care:

- The provider or the Home Visitor will contact the parent and ask that the child be picked up as soon as possible.
- The child will be isolated from the others in care until the parent's arrival.

X.2 Provider Unable to Provide Care

- A provider who is unable to offer her services due to illness must identify a reliable and responsible backup person.

- Parents and the Home Visitor must meet the backup person before providing care.

- Parents and the Home Visitor must be notified when the backup will be arriving.

- If the backup provider is unable to replace and the provider must take time off due to illness, the situation will be rectified in collaboration with the parents and the Home Visitor.

Y. Immunization

The Child Care and Early Years Act (CCEYA) states that each child must be immunized according to Ontario's immunization status. The child care regulations regarding immunization are derived from health unit regulations. The requirements for children are as follows:

Y.1 – For Children Under Five (5) Years of Age Attending Licensed Child Care:

The following vaccines are required:

- A series of first vaccines: (DPTP) Diphtheria, Pertussis, Tetanus, Polio;
- (MMR) vaccine: (Measles, Mumps, Rubella) is given after the age of twelve (12) months; and,
- Hemophilus influenzae Type B vaccine is given after the age of 18 months.

Y.2 – For Children Aged 5 and Over

The following vaccines are required:

- a series of vaccines including those against Diphtheria, Tetanus and Polio with a booster every ten (10) years;
- the M.M.R vaccine. (Measles, Mumps, Rubella).

PLEASE NOTE: No child can be accepted in a licensed daycare service without their immunization being up to date or having a letter from a doctor or hygienist from the health unit who exempted them.

Z. Nursing Mothers

The provider encourages the continuation of nursing even after the child has entered the service.

The provider will attempt to accommodate mothers wishing to continue a nursing schedule. It is, however, important for the child to accept a bottle from the provider should the need arise. For this reason, it is advised that the baby be introduced to bottle feeding before the child is enrolled in the service. We request a standby bottle be left for the provider should the infant require it.

AA. Administration of Medication

To be able to administer a child's prescribed medication, the following procedure shall be followed:

- The medication is in its original container.
- The child's name, drug name, dosage, frequency of administration, expiry date, and storage instructions appear on the container.
- The parent completes a form authorizing the administration of the medication.
- The medications are given to the provider for storage.
- The physician's instructions will determine the procedures for the return of the child to the program once she/he has been absent due to a contagious illness.
- To administer Ibuprofen, under the brand name Advil or Motrin or Acetaminophen under the brand name Tylenol or Tempra, a doctor's note is preferred. If obtaining a doctor's note is not possible, the completed authorization form signed by the parent is required, noting instructions dealing with dosage frequencies and quantity.
- A doctor's note is required for the administration of Benadryl.
- To ensure the safety of all children at the child care service, please note that medications shall be given to the child's provider and not left in the child's bag or locker.

BB. Special Events

Throughout the year, the child will participate in outings outside the service.

- The parent will be informed in advance of the details concerning these outings.
- Written permission shall be completed by the parent.
- Parents are invited to join their child or children on outings.

CC. Assessment and Accountability

CC.1 Child Performance

- The child attending the licensed home-based child care facility will be assessed by the provider.
- An assessment tool is used to track the child's level of development in the following areas: social, emotional, academic, physical and communication.
- The results of this assessment will be shared and discussed with the parent.
- The results remain confidential and cannot be distributed without the parent's permission.

CC.2 Employee and Parent Survey

In the process of continuous improvement, we are committed to reviewing our practices. Therefore, we need to know the level of appreciation for the services provided. To this end, the Corporation administers an annual *Satisfaction Survey* to parents and providers.

- This survey is sent electronically through a hyperlink that allows the questions to be answered anonymously and confidentially.

- For those who do not have access to a computer, the supervisor shall provide a paper copy.

- The purpose of the survey is to better meet the needs of young children in our care and to review our practices in a continuous process of improvement.

DD. Administrative Policies and Guidelines

NOTE: All WNCCC's policies are regulated by the Ministry of Education of Ontario and pertain to both Centre-Based Child-Care programs and Home-Based Child Care programs.

DD.1 Sanitary Practices for Home-Based Child Care (Synopsis)

The home-based child care program location must be kept clean and hygienic. This synopsis outlines the essential elements related to these practices:

- proof of water potability (for homes not connected to municipal water);
- providers refraining from smoking when children are around and during food preparation;
- the maintenance of a 20°C room temperature;
- ensuring adequate ventilation;
- provisions for outside sandbox;
- sanitation procedures for toys;
- food safety rules (to protect from food-related illnesses);
- handling of food for young children supplied by the parent;
- sanitary practices related to diaper changing and disposal of soiled diapers;
- sanitary practices related to the upkeep of equipment;
- hand washing for adults and children;
- sanitary practices related to the children's rest area;
- animals in the home: safe pets; pet food, immunization, hand washing after handling;
- animals, e.g..: cleaning cages, aquariums, etc.;
- provisions for children's personal items.

For more information, please consult the WNCCC's *Sanitary Practices for Home-Based Child Care* Policy.

DD.2 Parental Involvement

- The parent's participation is important and appreciated, whether as a member of the Corporation, a member of a committee, a volunteer, a helper during visits and excursions or a resource person.

- The successful operation of licensed child care depends on the parent's active participation. A parent's voice is important to ensure the quality of the child care service.

- Parents are asked to contact the service supervisor with any questions, comments, or suggestions.

- A suggestion box is placed at parents' disposal at the entrance to the licensed daycare service.

- Parents are asked to please put requests, questions, comments and/or suggestions in writing to ensure that they receive an immediate response. Parent participation is a key element of teamwork.

DD.3 Bullying and Intimidation

Employees

- West Nipissing Child Care Corporation providers have a responsibility to undertake their role with an open and positive spirit based on respect and mutual support within the group and team.

- Our organization has implemented a policy of zero tolerance for inappropriate situations following a result of control, intimidation, humiliation, favouritism, or harassment.

- These situations are not acceptable in our work environment, whether towards a child and/or a co-worker.

- If this situation is declared to the Executive director, the home-based child care provider will be subject to an immediate suspension followed by a review of his or her file.

Children

- The West Nipissing Child Care Corporation promotes every child's well-being, protection, and development. Child care received is considered a privilege.

- The philosophy of our organization allows every child registered for the services to participate fully while addressing their needs and providing them with accessibility and a stable, educational, inclusive, and safe environment.
- In the most difficult cases where a child demonstrates an uncooperative attitude, violent behaviour, intimidation, vulgar or inappropriate language, bullying and the like, she/he will be removed from the group immediately.

The following protocol will be in effect:

- Immediately forward to the child's file all documentation of the behaviour as well as all relevant details.
- Send a notice to the parents.
- Ensure that the report is signed by the parents.
- Schedule a meeting with the child, supervisor, parent, and management (if necessary).
- A temporary withdrawal from on-call duty is carried out.
- Termination of service whereby a letter from management will be sent to parents.

The West Nipissing Child Care Corporation will facilitate follow-up and resources for the child in need.

DD.4 Orientation and Supervision of Volunteers and Students

The West Nipissing Child Care Corporation has as its primary mandate the health, well-being, protection, and development of every child they serve.

This policy is a guideline and framework for all volunteers and students who work within our organization.

The West Nipissing Child Care Corporation is responsible for the follow-ups listed in the following section:

- Provide all new volunteers and students with an orientation before they begin their work or placement.
- As a practice, keep all documents, contracts, policies, and procedures that include confidentiality, health and safety anaphylaxis, behaviour modification, dress code and others.
- Notify parents of a new placement and post a photo and a brief profile of the student or volunteer.

- Ensure that a copy of the criminal reference check with the vulnerable sector check report is available before the start of the placement/volunteer hours.
- Make sure to obtain a copy of the immunization record and ensure that all information is up to date.
- Ensure that volunteers/students are 15 (fifteen) years of age or older.
- Ensure that volunteers/students are never left alone with the children.
- Ensure that volunteers/students are never designated as dependents or accounted for as part of the child/provider ratio.
- Ensure that volunteers/students exercise their responsibility for understanding all Corporation policies and procedures, of the reading and signing of the Emergency Policy for Severe Anaphylactic Allergies and that they are aware of all children with allergies and their individualized plans.
- Offer students supervision and support along with an evaluation that will be forwarded to their files.

Reporting Protocol and Accountability

Since our organization does not have a human resources department, the volunteers/students will work directly under the supervision of the program supervisor of their assigned or chosen service.

The volunteers/students are to report directly to their assigned program supervisor who will report to the administration (Executive Director) if needed.

DD.5 Inclusion Philosophy

The three basic components of the inclusion process are accessibility, participation, and support.

The West Nipissing Child Care Corporation is committed to providing an inclusive environment for every child with diverse abilities. Every child has the right to unlimited access to our services, activities, and programs. An environment that promotes inclusion will allow the child to develop her/his self-esteem and her/his full potential, based on respect for a non-discriminatory environment. Positive and empowering vocabulary will be used, and negative comments of any form, will not be tolerated.

Inclusive Practices:

- The priorities and decisions of our families are recognized and valued. Several interventions and monitoring methods are available.
- Provider, in collaboration with resource consultants, share strategies.

- Each member of the team has a relationship with the child receiving services.
- Each child receives a positive intervention.
- Each member of the team ensures that all children's needs are met without prejudice.
- An inclusive environment allows the child to acquire a sense of belonging, inclusion, support, and recognition among her/his group, without any distinction.
- Providers can properly recognize the abilities and needs of each child and provide them with an equitable opportunity for conducive learning with their peers and with the support of the provider.
- The needs of each child are recognized and incorporated into group programming.
- The daily routine, programming and community activities are adapted to ensure the participation of all children.
- All children with diverse needs have a fair chance to participate in our programs.
- All possible resources are offered to each child upon registration to ensure the success and development of a multidisciplinary team that can facilitate the inclusion process.
- All recommendations are based on positive outcomes that are focused on a positive learning journey for every child.
- Communication and teamwork are essential to ensure good follow-up, thereby ensuring a safe and accessible environment for each child.
- Community relationships and partnerships are key to fostering the sharing of resources that ensure success for every child.

DD.6 Emergency Procedures and Management Policy (Synopsis)

In keeping with the obligations outlined in Ontario Regulation 68(1)(2)(3), this policy is intended to provide clear guidelines for staff, providers, students, and volunteers, to follow in the event of an emergency. The procedures outline the steps providers should take to ensure the safety and well-being of all involved.

Staff, providers, students, and volunteers shall follow the emergency response procedures outlined in the WNCCC's *Emergency Procedures and Management Policy*.

These include:

Phase 1: Immediate Emergency Response:

- Outlining the roles and responsibilities of supervisors and providers regarding barricade containment, security lockdown, bomb threats, disasters requiring evacuation, natural disasters and disasters involving external environmental threats.

Phase 2: Next Steps in the Event of an Emergency:

- Determining the person responsible for calling 9-1-1 or other emergency numbers as needed;
- Advising emergency services if any persons are remaining inside the building (If the home-based child care program location has been evacuated);
- Informing the licensee of the emergency (if the licensee is not already on site)
- Providing instructions on how to proceed once the alarm is lifted;
- Providing instructions on how to proceed when the alarm is not lifted.
- Ensuring that children remain calm, are safe and are always supervised:
- Calling roll to ensure that all children are present;
- Keeping a constant eye on the children and counting them;
- Constantly supervising the children;
- Involving the children in activities, if possible.

Procedures and communication protocols to be followed when:

- the alert is lifted;
- the alert is not lifted.

Phase 3: Recovery: (once the emergency is over)

- Procedures for resuming normal operations, e.g., if applicable, reopen the home-based child care program, contact the Ministry of Education Program Advisor, respond to media and public inquiries, contact the insurance company, or move temporarily, etc;
- Procedures to assist children and providers in distress;
- Procedures for reporting to provider, children, and parents/guardians.

Note: If a child who has an individual education plan is in an emergency, the procedures in the plan shall be followed.

- If it is necessary to evacuate the home-based child care program, **the assembly area** is as designated in *Section E of the Parent Guide- Licensed Child Care Centres.*
- If the alert is "not lifted", proceed to the **evacuation location** as directed by the provider.
- **All instructions given by emergency services personnel shall be always followed, including the order to evacuate to a location other than those listed in the above-mentioned Parent Guide.**
- In the event of an emergency not described in the WNCCC *Emergency Procedures and Management Policy*, the supervisor will advise the provider of immediate response actions and steps to be taken. The provider will follow the instructions given to them.

- If an emergency result in a serious incident, this information will be reported as required by *the Child Care Licensing System (CCLS)* and the *Child Care and Early Years Act* (CCEYA).
- All emergencies will be recorded in detail by the Executive Director, Supervisor or home-based child care provider in the daily log.
- In the event of an injury, providers who have been trained in first aid will assist in administering first aid. In the event of a serious injury that requires immediate attention, emergency services personnel should be notified.

Emergency Contact List:

Police	1-888-310-1122
Ambulance	705-753-5337
Fire Department	705-753-1171
West Nipissing General Hospital	705-753-3110
Health Line (Covid Pandemic)	1-866-797-0000
Emergency	911
North Bay Parry Sound Health Unit	705-563-2808, 705-474-1400
Sudbury Regional Hospital	705-523-7100
Public Health Sudbury & Districts	705-522-9200 1-866-522-9200
Poison Information Center	1-800-267-1373

Fire Evacuation Plans for Home-Based Day Care:

- Every home-based child care provider shall have posted an Emergency Evacuation Plan at the entrance of the home.
- This plan shall also indicate the meeting place in case of an emergency evacuation. If the emergency site is at a neighbour's residence, the name and address of this person shall be written on the posted evacuation plan.

- It is also required that the emergency contact keep a hard copy of the home's evacuation plan on file.
- Providers shall execute a monthly fire drill and note the date and time of each of these on the daily attendance sheet or daily logbook.

For further details please consult the WNCCC's *Emergency Procedures and Management Policy*.

DD.7 Serious Occurrence Policy and Procedures (Synopsis)

This policy is intended to fulfill the obligations set out in the *Child Care and Early Years Act. 2014,* and *Ontario Regulation 137/15, ss(1)(a).*

- The administrative and safety guidelines include providing clear instructions for providers, students, and volunteers to **identify, respond to** and **report** a serious event. It ensures that there is a plan in place to deal with any serious incident that may affect the health, safety, and well-being of children and those who work directly with them and that such serious incidents are addressed by the Centre and reported to the Ministry of Education for review. It also includes provisions for informing parents and posting pertinent information regarding serious occurrences.

Administrative Procedures and Safety Guidelines

1. Identifying a Serious Occurrence:

Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

- **The death of a child** who received child care at a child care centre or a home-based child care program;
- **Abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a child care centre or a home-based child care program;
- **A life-threatening injury to or a life-threatening illness** of a child who receives child care at a child care centre or a home-based child care program;
- An **injury caused by the service provider**, e.g., lack or inadequate provider supervision, neglect/unsafe equipment, improper/lack of provider training, medication error resulting in injury;
- A serious **accidental injury,** e.g., sports injury, fall, burn;

- A serious **non-accidental injury**, e.g., suicide attempt, self-inflicted or unexplained injury to a child which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist;
- An incident where a child who is receiving child care at a home-based child care centre or a home-based child care program;
- A child **goes missing** or is **temporarily unsupervised.**

NOTE: For the purposes of this policy, *unsupervised children* are defined as being missing for more than 5 minutes.

- **An unplanned disruption of the normal operations of a child care centre or a home-based child care program** that poses a risk to the health, safety or well-being of children receiving child care at the child care centre or a home-based child care program, e.g. fire, flood, power outage, gas leak, carbon monoxide leak, infectious diseases, lockdown.
- **All other accidents**, no matter how minor they may appear, **including biting** incidents.
- **Note:** The incident may be critical if the injury is currently life-threatening or if suspicious circumstances or negligence could be perceived to have contributed to the cause of injury.

2. Concerns About the Suspected Abuse or Neglect of a Child

- If any person, including a person who performs professional duties concerning children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person, in accordance with section 72 of the *Child and Family Services Act* will report the suspicion directly to a Children's Aid Society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional, and sexual abuse and/or neglect.
- When a parent express concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

3. Responding to a Serious Occurrence:

Steps for providers, students, volunteers, licensee/supervisor/designate to follow:

- for **all** serious occurrences
- for specific serious occurrence categories

4. Reporting a Serious Occurrence

- Providers shall notify the licensee, supervisor, or designee **immediately** upon learning of a serious event.
- All serious incidents shall be reported to the Ministry of Education within **24 hours** of the licensee, supervisor or designee becoming aware of the incident.
- Identifying information about children or providers will not be included in serious incident reports.
- All serious event updates will be reported in the Child Care Licensing System (CCLS) via update reports until the serious event is closed by the Ministry of Education.
- Serious events reported to the Ministry of Education will also be documented in the provider's daily log.

5. Posting a Serious Event Summary

- Within **24 hours** of becoming aware of a serious event, the supervisor or licensee must complete the **CCLS Serious Event Report** form located on the OneKey website.

- After submission of the *Serious Incident Report* to the Ministry of Education and within **24 hours** of becoming aware of an incident, the Serious Incident Report will be posted on the **Parent Board**.

- The report will be updated as additional actions are taken or investigations are completed. The report will be posted for a minimum of ten (10) business days. If the report is updated, it will remain posted for ten (10) days from the date of update. The report will provide a summary of the serious event and any action taken by the home-based child care program. Supervisors will ensure that the report contains as much detail as possible.

- To ensure the protection of information and privacy, the summary will **not include any information** that would identify individuals or age groups (e.g., names and ages of children, providers) and will contain gender-neutral language.

- The summary will be posted at the home-based child care program in a visible location accessible to parents for at least ten (10) business days, regardless of the type of serious event and the status of any related investigation.

- The report will be retained for at least three (3) years from the date of the occurrence and made available for current and prospective parents and licensing staff upon request.

For more information, please refer to the WNCCC's *Serious Occurrence Policy*.

DD.8 Water Safety Best Practices for all Licensed Child Care Operators
Standing and Recreational Bodies of Water
As per Ontario Regulation 137/15, 30.1 (1):

1. **On-Premises**

- **No child under six years** old who receives home-based child care at the premises is permitted to use or have access to any standing or recreational body of water on the premises.
- The home-based child care provider shall therefore **prohibit the use of and access to** all standing bodies of water (e.g., ponds, lakes) and recreational in-ground / above-ground swimming, portable / "kiddie" / inflatable wading-type, and hydro-massage pools, hot tubs, whirlpool, and spas **located on the premises where the provider resides**. (single or multi-dwelling private residence, including a provider's own house, townhouse complex or apartment building)**.**
- **Children 6 years of age or older** are permitted to use and have access to a standing or recreational body of water on the premises **if a qualified lifeguard and provider are present.**
- If a provider permits children who are **six years old or older** who receive home-based child care at the premises to use or have access to a standing or recreational body of water at the premises, **the provider must ensure that:**
- At all times when the children use or have access to the body of water, a **lifeguard** is present. If the home-based child care provider is a certified lifeguard, they may act in this role. However, consideration must be given to the supervision of the entire group of children when this role is taken.
- Where applicable, **all Home-based child care homes that have standing bodies of water/swimming pools must be following local by-laws** requiring private residences with standing bodies of water/pools etc in their catchment area to have an enclosure (e.g., fence and a latched gate).
- The use of **on-premise splash pads, sprinklers**, **hoses** or **water tables**, under close supervision of adults at all times, are considered safer alternatives during cooling or play / sensory activities.

2. Off-Premises

Home-based child care operators may decide to have children attend and use public pools (e.g. for swimming lessons). In this case, it is **strongly recommended that children attend regulated "public pools**" (see the *Health Promotion and Protection Act,* and Regulation 565 (Public Pools) where:

- there is a qualified lifeguard(s) on duty at all times in accordance with Regulation 565;
- the rules of the public pool are followed;
- the children are accompanied and directly supervised by adults at all times (i.e. a person who is 18 years or older);
- *CCEYA 2014* ratios / maximum number of children receiving care in the PHDC home location are maintained at all times; and
- parents/guardians are advised of the field trip and have signed a consent form.