

Heritage Home Child Care Services

Parent Handbook

Heritage Home Child Care Services of Ontario was established in 1985 as a non-profit corporation to provide home-based child care for families in Scarborough. We are licensed under the Child Care and Early Years Act by the Ministry of Education.

Heritage is run by a small staff who work under the guidance of a volunteer Board of Directors consisting of parents and community members. Self-employed caregivers are contracted by the agency to provide child care in their homes.



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Welcome to Heritage Home Child Care Services

We are very happy you have chosen Heritage Home Child Care Services.

Heritage is a unique place for children and families. We are a small organization with a big heart. Our dedicated staff will work alongside parents to ensure their child care needs are met. We provide flexible, reliable child care in safe and nurturing home environments.

Children are at the forefront of everything we do at Heritage. We believe that children are competent, capable, curious and rich in potential. Our commitment to each individual child is to encourage creativity and growth; intellectually, emotionally, socially and physically. We want to set the foundation for life long learning and create a warm happy place for children to come to everyday.

We want to give parents peace of mind in knowing that their children are in a safe, loving home.

Parents are important to us. We will reach out periodically to see how the childcare needs are being met and to offer any insights on their child's developmental progress. We can connect parents with additional special needs resources and services for the well being of their children when required or requested.

Child care in Ontario is a highly regulated sector. The stringent rules set out in the legislation (Child Care and Early Years Act) were designed to protect every child using childcare. These rules are top priority to our Agency and parents will see our commitment to the legislation requirements embedded throughout this Parent Handbook.

We hope you find this Handbook helpful in communicating important information about our services and Policies and Procedures.

We look forward to working alongside you,

M. Gaby Chauvet, RECE, AECEO.C
Executive Director

Program Goals

Introduction:

Our program statement outlines and describes our organization’s founding beliefs in support of children, staff, parents/families and our early learning and care profession. This statement is consistent with the Minister’s Policy Statement on Programming and Pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act, 2014. It is reviewed annually by staff and home child care contractors and is guided by the pedagogical approaches described in the “How Does Learning Happen” document (published by the Ministry of Education). The Program Statement Booklet is enclosed in the parent enrollment package.

The Program Statement is the foundation that helps Heritage create engaging experiences and environments.



Our Beliefs

The Child:

We believe that each child is competent, capable, curious, and rich in potential. Children learn best when they can explore, play, and have access to materials and experiences that can help them grow and develop.

Families:

We honour parents and guardians as experts who know their child best. They bring important information to share, and we value and engage them in meaningful ways. Children and their families should have equal access to our services.

Staff and Contracted Providers:

Home Child Care Consultants and Home Child Care Providers are committed professionals that see themselves as competent educators, rich in experience, nurturing and responsive to children and their families.

Contracted Home Child Care Providers

Contracted Home Child Care Providers are self-employed persons who are contracted by a licensed Agency to provide child care in their own homes (home child care premises). Each home child care premises contracted by Heritage is under the direct supervision of a Home Child Care Consultant (home visitor).

Home Child Care Providers must meet specific standards as outlined by the Ministry of Education, Child Care and Early Years Act (CCEYA) and Toronto Children's Services Home Child Care Assessment for Quality Improvement under their contracted agreements with the Agency.

Providers who are affiliated with a licensed agency like Heritage, will have on display a green poster indicating their affiliation with the agency. This is a requirement of the CCEYA regulations.



Home Child Care Provider Selection:

Heritage staff spend many hours assessing applicants who are interested in providing home child care. We pride ourselves on our high standards and accept only those who we feel will be able to provide top quality home child care. Home Child Care premises are referred to as "Premises" in the legislation.

***Our caregiver selection procedure consists of:**

- Detailed interviews and in-home safety evaluation of the premises
- Vulnerable Criminal Reference Checks for the Provider as well as, persons 18 years of age or over who are ordinarily resident in the premises and/or regularly at the premises
- Pre-service and on-going training that covers topics such as, health and nutrition, child development, program planning, communication, safety, emergency and Standard First aid and strategies for guiding children's behaviour
- Pre- service medicals for Providers

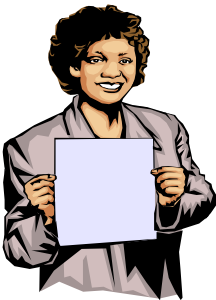


On-Going Training and Support

The Home Child Care Consultant will continue to work with the contracted Providers on an on-going basis to ensure the children's needs are met.

Following are ways in which Providers are able to ensure professional growth:

- On-going program consultation with agency staff to ensure each child's developmental needs are being met
- Mandatory Standard First Aid Training and Recertification
- Various workshops and seminars related to child care offered by Heritage as well as other associations, organizations and resource centers in the community
- Participation in community programs (drop-ins, playgroups, library)
- Monthly, unscheduled spot checks and quarterly safety inspections by agency staff



The Home Child Care Consultant

The agency employs Home Child Care Consultants, who are professionals with training and experience in Early Childhood Education. Their role is to support the child, the family and the home child care provider. All Home Child Care Consultants are Registered Early Childhood Educators.

The Home Child Care Consultant is responsible for the placement of children in suitable home child care premises. On-going communication is important to us. We keep in touch with each family in the form of telephone contacts, written reports and agency newsletters.

We invite parents to contact their Home Child Care Consultant at any time with questions regarding their child's development and/or child care arrangements. Please discuss your needs with the Home Child Care Consultant. They will do everything they can to ensure you have peace of mind when you leave your children in care each day.

It is the responsibility of the home child care consultant to recruit, assess, train and support the caregivers.

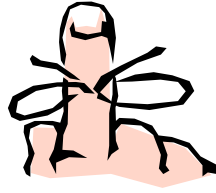
Home Child Care Consultants are registered Early Childhood Educators through the College of Early Childhood Educators of Ontario and receive Standard First Aid training.

CODE OF ETHICS

Heritage follows and abides by the Standards of Practice and Ethics, published, and enforced by the College of Early Childhood Educators of Ontario (2017)

- To build and maintain caring and responsive relationships with children, families, and colleagues.
- To draw from professional knowledge of child development, learning theories and pedagogical and curriculum approaches to plan, implement, document, and assess child-centered, inquiry and play-based learning experiences for children.
- Ensuring Safety, Health and Well-being in the learning environment that supports children's play and learning.
- To demonstrate professionalism and Leadership.
- To respect the position of trust and responsibility held by the profession and to maintain professional boundaries and demonstrate integrity in all their professional relationships.
- To protect and respect confidentiality of information related to children and families and obey laws pertaining to privacy and the sharing of information.
- To uphold a particular duty to report suspicions of abuse, possible signs of child abuse, neglect, and family violence





Policies and Operations

Children Served - Our program is open to young children of all ages (from birth to 12 years of age.)

Hours of Operation - Because each family has different needs, Heritage strives to offer hours of care which will fit their schedule. Parents set times of arrival and pick up with the contracted provider. Provider availability and parent's needs are discussed and agreed upon during the initial provider-parent interviews and confirmed with the home child care consultant during the placement visit prior to enrollment. Any changes in the agreed upon hours must be confirmed in writing by all parties.

Heritage providers observe all statutory holidays set out by the Ontario Government. The Heritage offices are not open on statutory holidays. Office hours are 9:00 am to 5:00 pm but we request that you phone ahead of time to ensure the person you want to see is available.

Upon placement with the agency, the Home Child Care Consultant will discuss hours of care with the Parent and Home Child Care Provider. This will take place during the Placement Visit.

*Changes in the agreed upon hours must be discussed with the Home Child Care Provider and Home Child Care Consultant. Providers may charge a late fee if the child is not picked up at the specified time.

Absences - The Home Child Care Provider must be informed of any absences due to illness, vacation, etc. Parents receiving subsidized child care have a maximum of 35 absent days/year, but can only take up to 20 consecutive absent days at a time. Spaces cannot be reserved if a family anticipates being absent for more than 20 consecutive days. Once a family has used all of their allowable absent days, any additional days will be subject to full fee charges to the parent as per our Payment Policy.

Arrival/Pick-Up— The Home Child Care Provider must be notified if the child is being dropped off or picked up at times different from those originally agreed upon. **Children may not be released to any person other than the parent(s) and/or the persons authorized with the parent's written consent.** Any changes to the original application form (i.e., custody of child, authorized pick up/drop off designate, emergency numbers, etc.) must be submitted in writing and signed by the child's parent(s).

In the event that a child is still in care after the agreed upon hours and we are unable to reach a parent/guardian or any of the emergency pick-up contacts after 6:00 pm,

we will seek the assistance of the Police Department and/or Children's Aid Society. Please call the home child care provider if you will be late in picking up your child.

Safe Arrival and Dismissal:

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Accepting a child into care

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 10 am. The home child care provider must make contact with an adult to confirm absence
 - Home child care providers shall use the contact information provided by the parents in the application form to call, text or email the parents/guardians' contact numbers.
 - The home child care provider will try twice, or more times, to call, text or email the parents/guardians until 11 am. If no response is received, the home child care provider will contact the emergency contacts provided by the parents/guardians in the application form.
 - If no response is received from the parents/guardians or the emergency contacts, the home child care provider must leave a voice mail and email the parents/guardians confirming the absence. The email message will be cc'ed to their home child care visitor no later than 11:15 am.
 - In situations where the home child care provider feels concern for the safety of the child, they will phone Toronto Police Services non-emergency line at 416-808-2222 to request a wellness check.

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.

Authorized individuals picking children up from care must:

- Be 14 years of age or older.
- Have made prior arrangements with the home child care provider.

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 closure time of the home child care premises, the home child care provider will contact the parents/guardians to confirm pick up time.
2. The home child care provider shall ensure that the child is given a snack and activity, while they await their pick-up.
3. If the parents/guardians cannot be reached, the home child care provider will contact the authorized individual or emergency contacts provided by the parents/guardians in the application form to advise that the child is still in care and to inquire their pick-up time.
4. In the case where the person picking up the child is an authorized individual, the home child care provider will contact the parents/guardians to inform them the child is still in care and the authorized individual to confirm pick up.
5. Where the home child care provider is the person contacting the parent/guardian and they have been unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the home child care provider shall call the agency at the number provided by their home visitor or the Heritage emergency line at 416-602-2896.
6. Where the home child care provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) by 7 pm the home child care provider shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646. The home child care provider shall follow CAS's direction with respect to next steps. The home child care provider shall also advise their home visitor. The home visitor will advise the Executive Director and file documentation of the incident to the Executive Director.
7. **Dismissing a child from care without supervision procedures**

The home child care provider will only release children from care to the parents/guardians or other authorized adult. Under no circumstances will children be released from care to walk home or school alone.

The home child care provider will document the time of arrival and departure from to and from care as well as sign the attendance record.

Back-Up - If your regular home child care provider is unavailable due to illness, vacation, etc., the agency will attempt to arrange alternate care in another one of our contracted homes. Parents can request back up care by calling their home visitor at the office number 416-754-8814. Regular fee payment applies. Please inform the agency within 24 business

hours if you choose not to use the arranged back-up so that charges will not be applied to your account. Back up care is optional. Parents will not be charged a fee if their provider is unavailable and back up care is not used.

Duty to Report Child Abuse:

Home Child Care Consultants and Home Child Care Providers have an obligation and duty to report to Children's Aid/Catholic Children's Aid Society if they suspect a child is in need of protection. Heritage follows the guidelines under our program policy manual and the Child and Family Services Act CFSA s. 72(1).

A copy of our Reporting Procedures and Policy can be found in the Provider Manual at the Provider's premises or at the office. To receive a copy of this, please ask the Home Child Care Consultant.

Serious Occurrences:

The Ministry of Education requires all licensed child care programs to post information about serious occurrences that happen in the child care program. Serious Occurrences are serious incidents that may affect the health, safety, and well-being of children in a home child care premises. All incidents are followed up by the Executive Director, Board of Directors, the Agency's Ministry of Education Program Advisor and Children's Services Program Consultant.

To support increased transparency and access to information for parents, a Serious Occurrence Notification Form will be posted on the premises in a visible location for ten business days after an occurrence was reported.

The Child Care and Early Years Act define the following as Serious Occurrences:

- (a) The death of a child who received child care at a home child care premises or child care center;
- (b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre;
- (c) A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre;
- (d) An incident where a child who is receiving child care at a home child care premise or child care centre goes missing or is temporarily unsupervised,
- (e) An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

Accident Reports - All accidents to children, no matter how minor they appear, must be reported immediately to the Home Child Care Consultant and Executive Director. Minor accidents are documented in the Accident Reporting Form. Parents sign and can receive a copy of the Accident Report.

Health and Safety

(As outlined in Child Care and Early Years Act Regulations)



Health

Immunization as Recommended by Toronto Public Health: Prior to being placed in our service, all children must have their immunization records up to date. When a parent objects under religious or conscious grounds or when a legally qualified medical practitioner gives medical reasons not to be immunized we will require the parent to submit an approved affidavit signed by a Commissioner for Taking Affidavits (provided by the Agency).

Immunization records must be kept current and in each child's file. We ask parents to inform the Agency when their child's/children's immunization has been updated.

Outbreak Notification: Parents will be notified within 48 hours if there is ever a communicable disease outbreak (2 or more children/provider and/or resident of the home with the same symptoms). A poster will be posted and/or a letter will go out to each parent. Outbreaks are reportable to Toronto Public Health

Allergies and Special Health Conditions: Details regarding special health requirements or conditions (i.e., asthma, allergies, food restrictions, etc.) must be given in writing to the agency and Home Child Care Provider prior to admission. This information is necessary for the Home Child Care Provider and Home Child Care Consultant in order to adequately care for your child.

Individualized Medical and Emergency Plans - Parents will discuss their child's medical needs and detailed instructions regarding their child's allergies and/or special health conditions with the Home Child Care Consultant prior to the child enrolling in the service. These instructions will be discussed with the Home Child Care Provider and will include details for identifying symptoms and allergic reactions, as well as what to do in an emergency while the child is under the Home Child Care Provider's care.

This Individualized Emergency Plan will be posted in the home child care premises in a relevant location. Providers, Home Child Care Consultants, persons ordinarily resident or ordinarily present at the home child care will receive training on monitoring allergy symptoms/triggers and procedures and administering standard first aid (i.e. using an epi pen). In the event that a child is diagnosed with a serious medical condition such as Anaphylaxis allergies an individualized support plan will be required from the parent and if the parent chooses, the child's medical practitioner.



Illnesses - When To Keep Your Child At Home: Children who are ill **may not** be accepted into the home child care premises. Please notify the agency immediately if your child should contract an infectious illness.

Parents are required to keep children at home or pick them up from the Provider's home when the child is experiencing any of the following conditions:

- vomiting, diarrhea
- fever
- contagious viruses (i.e. measles, strep throat)
- pink eye
- any infections (i.e. ear, throat) which may severely affect the child's normal functioning

If there is a disagreement between parent and Provider regarding the state of a child's health, the parent must have a physician examine the child and submit a note to the agency regarding the child's condition before the child can be re-admitted to the home.

Parents are required to submit a note regarding the child's condition for children who have been absent for more than 5 consecutive days due to illness.

Head Lice:

Parents are required to keep children at home or pick them up from the home child care premises if head lice are discovered. Children may return after treatment has been completed as recommended by the Toronto Public Health Department. **Upon the child's return to the home child care, the Provider will do a lice check and if condition persists, the child will be sent home immediately.**

Medication Management:



Only those drugs/medications authorized by a physician may be given to a child. Home child care providers may accept only those medications in the original container which are clearly labeled with the child's name, name of medication, dosage, date, and instructions for storage and administration. All medication must be current.

Parents must also complete a Medication Form **for each new medication** to be given to the child. We do not administer over the counter medicines unless it is required in the child's Individual Medical Plan and is accompanied by a doctor's note detailing, child's name, date prescription is issued, name of medicine, dosage, length prescription must be given and any other relevant detail.

Emergency Procedures -



All Home Child Care Providers have Standard First Aid Training and infant/child emergency first aid. There is a first aid kit and manual in each home child care program. Any accidents or sudden illnesses of a serious nature will be treated immediately. In case of emergencies, the home child care provider will call 911 and notify the parents and agency immediately.



Supervision/Authority and Release – Children placed in the contracted home child care premises will be under the direct supervision of the contracted Home Child Care Provider or Heritage Staff at all times. Any other adult in contact with a child enrolled in the premises on or off site must be under the direction and supervision of the home child care provider.

All Heritage staff, home child care providers and residents in the home child care will have a satisfactory Vulnerable Sector Check.

Parents must provide written authorization if anyone other than themselves will be picking up their child (ren). Heritage cannot release a child to any person less than **18 years of age**.



Students and/or Volunteers, Persons Ordinarily Resident or Persons Regularly present in the premises – There are strict rules for anyone who is not the Contracted Home Child Care Provider and the care and supervision of children. This includes volunteers and/or students, persons ordinarily resident and/or persons regularly present at the premises.

If the Home Child Care Provider hosts a student/volunteer or has a person who is ordinarily a resident or regularly present in the premises while they are conducting home child care, the person must be under the direction and supervision of the Home Child Care Provider at all times.

No child or children will be supervised/left alone with non-Agency staff or non-contracted home child care providers.

All students/volunteers, persons ordinarily resident and/or regularly present in the premises who may be in direct contact with children at the premises must have a satisfactory criminal reference check. They will not at any time be supervising Agency enrolled children on their own.

Parents, who volunteer for a day field trip with the home child care provider, do not require a Criminal Reference Check. They will not be supervising anyone other than their own child/children.

There may be from time to time limited unsupervised access by persons other than the contracted Home Child Care Provider; for example, a school bus driver. Situations such as this will require written parental permission and our Release Form completed and signed by the parent.

Balcony/Raised Deck use—Home Child Care Providers will have a written “balcony/raised deck use” plan if part of the daily program requires the use of a balcony/raised deck. The Home Child Care Provider will not allow children access to a balcony or raised deck unless it is supervised by them at all times.

Vehicle Use - Vehicle use is a provider service not offered through Heritage. It is a parent-provider arrangement. Parents are encouraged to ask the provider for their safety practices.

Outdoor Play and Supervision - Home Child Care Providers are required to take children outdoors daily weather permitting. Outdoor play times will be listed in your Provider’s daily schedule. Please ensure your child has suitable clothing for the weather (snowsuit, boots, hats, mittens in winter; sun hat and cool, loose-fitting clothes in the summer).

As required by the Child Care and Early Years Act (CCEYA) and Heritage Policy and Procedures, a written plan for outdoor supervision will be completed and agreed upon by the child’s parent, Home Child Care Provider and Home Child Care Consultant at time of enrollment and whenever there are changes thereafter. A copy of the completed Outdoor Supervision Agreement is available to the parents upon request.

Children may accompany the Provider as part of the daily program for daily walks, outings in the community (i.e., playgroups, community center, library, and park). In the event that the Home Child Care Provider plans a field trip out of the local area/neighbourhood, the Provider will advise the parent and ask for written consent. The Provider will supervise the children at all times. No other person can be left to supervise children on any daily and/or occasional outing.

In the event of a medical condition or outdoor play restrictions we require a physician’s and parent’s written instructions.



Escorting to and From School or School Bus - Children attending school must be escorted to and from school or school bus by the Home Child Care Provider. The “School Escort Plan” will be discussed with the parent, Home Child Care Provider and Home Child Care Consultant and is reviewed at enrollment, annually or as changes occurs. Parents will be asked to sign a Release form to allow anyone other than the Provider to authorize escorting to and/or from school.



Sleep and Rest – in order to support a child’s well-being there is a period of rest in the Home Child Care Provider’s schedule every day. Children will not sleep more than two hours per day. Sleep arrangements are planned in discussion with the Parent, Home Child Care Provider and Home Child Care Consultant.

Any child under 12 months will be placed to sleep in a manner consistent with the recommendations set out in the document entitled, “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada” unless a child’s physician recommends otherwise in writing.

The provider may use a playpen that meets the Canadian Safety Standards for an infant/toddler or a mat/cot (in the case of children 2 1/2 years or older). The Provider and Parent will determine who provides the bedding and the frequency for washing.

Rest Period Requirements – Home Child Care Providers will perform visual checks of each sleeping child every 30 minutes.

When an electronic sleep monitoring device is used, it must:

- detect and monitor the sounds and if applicable video images of every sleeping child
- be actively monitored by the Provider while the child is sleeping
- be inspected by the Provider regularly to ensure it is in good working order
- never be used to replace direct visual checks of sleeping children

Standing and Recreational Bodies of Water in Licensed Home Child Care – On Premises Swimming Pool/Wading Pools - The Ministry of Education strictly prohibits the use of, and access to all standing and recreational bodies of water including ponds, recreational in-ground/above ground swimming pools, wading pools, “kiddie” pools, hydro massage pools, hot tubs or spas by any child attending the home child care program. Premises with pools, outings to a pool and/or any area with a body of standing water are prohibited and cannot be used under any circumstances.



Program



What's in a day?- Our goal as an early learning and care program is to encourage children's creativity and growth; intellectually, emotionally, socially and physically. We believe that children are competent, capable, curious and rich in potential and that they learn best through exploring play materials and experiencing a variety of learning opportunities.

Our contracted Home Child Care Providers and Home Child Care Consultants work together to plan a daily program which includes age appropriate activities such as; learning games, stories, crafts, outdoor activities, music and pretend play. Children of different ages will have the opportunity to play and learn together in a "family" atmosphere. Daily schedules will be flexible to meet the changing needs and interests of all children in the home.



Meals and Snacks – Home child care providers are required to supply children who attend the service 6 or more hours with a nutritious lunch and two snacks per day based on Canada's Food Guide. A weekly menu is posted at the home child care program to inform and consult with parents.

Parents are required to supply all foods for infants still eating baby foods and formula or milk for those drinking from bottles. Bottles, eating utensils and cups for infants must be labelled.

Once the child is ready for table foods, parents may work out a feeding plan with their home Child Care Provider to gradually introduce solids. Parents may be required to bring food for their child(ren) if a special diet or dietary restrictions cannot be accommodated by the home child care provider.

Written instructions must be given to the Home Child Care Provider if your child has food allergies or special food requirements or restrictions (please see allergies and individual medical plans earlier in this handbook).

Home Child Care Providers are not required to supply breakfast or dinner for your child, unless otherwise arranged with the provider.



Communication - Communication with the home child care provider is a very important factor in the care of your child. Home Child Care Providers are required to give daily informal reports to parents regarding their child's day.

Parents are also encouraged to share pertinent information with their Home Child Care Provider and Home Child Care Consultant. If you have any questions, suggestions or concerns, it is important to us that you discuss them with your Provider and/or Home Child Care Consultant.

When things don't work out – Parents that have a complaint about the service may report it to their Home Child Care Consultant or to the Executive Director directly. If the complaint is about an incident that relates to a defined serious occurrence category, the incident will be reported to the Ministry of Education by the Executive Director under the appropriate category.

Parents may continue to call the Ministry with their complaints and Heritage's Program Adviser will follow up with the Executive Director.

In order to maintain positive and open communication and to ensure there is a fair and transparent process for conflict resolution, Heritage has in place a Policy and Procedures that support the Home Child Care Consultant and Executive Director in the reporting and resolution of any conflict arising from a parent complaint.

The intent of this Policy is to:

- maintain on going positive communication between the parents and staff and/or home child care provider
- support inclusive relationships with parents
- build collaborative relationships where parents' complaints are handled in a fair and transparent manner
- create an environment where families feel comfortable asking questions, sharing information and expressing their needs and preferences
- resolve complaints and/or conflicts in a timely and respectful manner
- convey to families respect and consideration for differences in child rearing values and practices and individual, cultural, religious and community traditions and practices
- reassure families, staff and home child care providers that their enquiries, conversations and records will be kept confidential
- demonstrate best practices in abiding by the Standards of Practice and Code of Conduct set out by the College of Early Childhood Educators in relation to professional conduct, confidentiality and consent to the release of information regarding children and their families
- provide an effective resource for staff and home child care providers that can be used to address differences of approach or opinion.

Defining Conflict or a Complaint - Complaints are situations when a parent, staff or home child care provider expresses discontent or disagreement about operational, physical or safety standards. Conflicts are situations where there is a clash of opinions or discord about a situation that leads to an impasse. Unresolved conflict may escalate to seriously harmful conduct like incivility, bullying or harassment.

Heritage takes every complaint and/or conflict seriously and will follow up accordingly.

Confidentiality - Heritage respects the privacy of children, their families, staff and home child care providers.

Heritage's Board of Directors, staff and home child care providers sign confidentiality clauses prior to starting their service, employment or contracting with the agency. It is the expectation of the agency that everyone sign and abide by the Confidentiality Policy at all times.

Registered Early Childhood Educators are also bound to abide by Standard IV: Confidentiality and Consent to the Release of Information Regarding Children and their Families as set out by the College of Early Childhood Educators (CECE). Any breaches related to the Standards of Practice or Code of Conduct may result in Disciplinary Action by the CECE.

Parental Involvement - Heritage believes that parental involvement is a major factor in providing quality child care services to families. Information sharing and respectful responses to parent's ideas and requests are vital in the development of responsive relationships between the parent and the agency. Home child care consultants and home child care providers shall strive to build and maintain positive interactions at all times.

We believe that parents have an important role in our programs and that their input is valuable. Heritage will take steps to minimize the likelihood of conflict by ensuring the staff and home child care providers understand and abide by the Agency's Policies and Procedures and demonstrate respect and a collaborative approach to any concern brought to them.

Process for Initiating a Complaint or Report a Conflict:

When the parent or Agency staff feel the conflict has escalated to a point where they want to lodge a complaint or need assistance in conflict resolution, they should follow these steps:

Steps:

1. Dialogue:

Whenever possible, speak to the person directly involved (i.e. staff, parent, home child care provider) and attempt to solve the problem directly. Dialogue can be a successful strategy when the people involved in the dialogue can focus on listening and understanding each other.

2. Collaboration:

When it is not possible to speak to the person directly involved (i.e. feeling uncomfortable/unsure approaching person directly) or the conflict has escalated,

contact or speak to the home child care consultant. They can assist by mediating between the people involved. The assistance of a mediator can help the people involved see the situation from the other’s perspective and help in the work of finding a mutual resolution.

A written complaint can be submitted directly to the executive director if the person involved chooses to maintain their complaint confidential. The executive director will facilitate problem solving and/or follow up by contacting the complainant and designing a plan for resolution.

All complaints and follow ups are documented and recorded and reported to the Executive Director.

Contact information is found below:

When the complaint or conflict is related to:	Contact the Senior Staff (name)	Contact Information
Home Child Care Provider	Home Visitor or Child Care Manager	PH: 416-754-8814 gaby@heritagechildcare.ca
Home Child Care Consultant	Gaby Chauvet – Executive Director	PH: 416-754-8814 Cell: 416-602-2896 Email: gaby@heritagechildcare.ca
Executive Director	Board of Directors President – Malti Gupta	PH: 416-754-8814 Email: maltigupta@rogers.com

Behaviour Guidance Strategies- We believe that children can learn to problem solve and learn social skills when we offer them positive experiences and guidance which are appropriate to their actions and ages. The Home Child Care Provider will work with the Parent to ensure the child is learning valuable social and emotional skills.

Prohibited Practices - Heritage Home Child Care Services does not permit, with respect to a child receiving child care at a home child care premise the use or practice of prohibited practices as defined below:

- (a) corporal punishment of the child;
- (b) 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;
- (c) locking the exits of the child care centre 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;
- (d) 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;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

(f) inflicting any bodily harm on children including making children eat or drink against their will;

The agency carefully monitors the behaviour guidance practices of each Home Child Care Provider and offers on-going training and support to providers and parents.

The Agency is required by law to report to Children's Aid Society any contravention of the Prohibited Practices Policies and Procedures or suspicion of child abuse.

Administration

Wait List - Heritage develops and maintains a central waitlist. To gain access to the waitlist, families must call, email or visit the office to complete a waitlist registration to provide required information.

Placement Co-ordinator:
416-754-8814 or info@heritagechildcare.ca
3015 Kennedy Road, Suite 203, Scarborough, ON

The following information is required to be placed on the waiting list:

- Date Registration is received at the office
- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth
- Name of the school child is attending (if applicable)
- Subsidized or Full Fee Status

Waitlist Process:

1. Each Provider premises has their own individual waiting list. Each Family on the Wait List has seniority based on when they enrolled in the Wait List.
2. When a space becomes available at a Provider Premise, the Placement Coordinator considers the following before calling a family:
 - a) Provider's address and location
 - b) Number of spaces available at the Provider Premise
 - c) Family's specific needs (i.e., escort to a specific school, hours of care needed, number of children requiring child care, accessibility, etc.)
 - d) Capacity of the home
 - e) Family's seniority on the wait list

3. Waitlist priorities render the waitlist dynamic, which means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.
4. Spaces are created when a family or child leaves the service. There is no specific time for space availability; spaces can become available any time of the year and at any point in the month. Parents and/or Providers are required to give a two (2) week written notice of withdrawal giving us an opportunity to contact families 2 weeks before a space becomes available.
5. When a space becomes available at a Provider's home, the Placement Coordinator will call all families that are eligible
6. Once a family is called from the waiting list, they are given a specified period to return the call and express continued interest in the space available.
7. From the families that return our call within the specified time, the family with the highest seniority date will have first official refusal of the available space.
8. Once a child is officially offered a space and the family would like to accept it, they will be required to provide a \$30 registration fee
9. If the family is called for a space and they do not wish to take it at the time, their place/seniority on the waiting list remains the same.
10. A family who declines a space the first time it is offered will retain priority on the wait list. If a family fails to return a first call within one business week the space may be offered to the person next in line.
11. A family who declines a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist
12. A family who declines a third offer for a space or fails to return a third call within one week will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must begin the waitlist registration process anew.
13. While we strive to maintain communication with all families, it is the parent's responsibility to call or e-mail the Agency to bring changes to their contact information.

Admission Policy - Prior to admission, parents must complete all required registration forms as well as attending a placement interview with the Home Child Care Provider and Home Child Care Consultant.

Change of Information - It is important to inform the home child care provider and the Agency of any changes in telephone numbers or address either at your workplace or at home. Changes regarding emergency contacts should also be given in writing to the Home Child Care Provider and Agency.

Payment Policy

Canada Wide Early Learning and Care Plan

Heritage has opted in to receive the Canada Wide Early Learning and Care (CWELC) plan. The CWELC will assist parents by phasing in yearly fee reductions with a goal to end at \$10 a day by 2026. In 2022, Heritage will offer the required 25% reduction and will continue to follow the fee reduction schedule set out by the Ministry of Education and Toronto Children's Services until 2026 *.

The fee schedule provided at time of enrollment reflects the current fee reductions (i.e., 25% in 2022, 52.75% in 2023)

**Yearly opt in applications are subject to annual approvals by the Ministry of Education and Toronto Children's Services.*

POLICY:

Each child is assigned a fee code that is characterized by their age and hours of care. Parents will receive a fee schedule upon enrollment and when there are changes thereafter. A minimum of a month's notice is given to parents when changes occur to the fee rates.

Parent fees are charged when child care service is delivered to the family. The fee is determined (full fee or subsidized) and collected on the day child care begins and five days before the first day of every month thereafter.

Procedures:

- Fees are payable for: every day service is offered, time off due to vacation, illness, any other absence and/or if the regular caregiver is not available and back up care is used
- Fees for upcoming month will be invoiced on the 20th of current month. Children starting after the 20th of the month will be invoiced the day the child starts care and the 20th of every month thereafter.
- Fees will be withdrawn as per the Pre-Authorized Debit agreement (PAD) 5 business days prior to 1st of month.
- Withdrawing care requires a two-week written notice to the agency.
- When a withdrawal notice is received in writing after the 20th of the month but before the business day before day of direct withdrawal, parents will receive an adjusted invoice.
- Withdrawal notices received after the 20th of the month will receive any due credits the following month.

- In the event of fee changes and/or adjustments on or after the 20th of the month, adjustments will be made the following month.
- Withdrawn parents will receive any fee credits through direct deposit to the account on file.
- Fee payment method: Authorized Direct Withdrawal (PAD). Please do not leave payments with your home child care provider or child care centre supervisor.
- The daily attendance records and daily rates are used to invoice parent accounts.
- For parents receiving child care subsidy through the City of Toronto, days used above the 50 absence days allowable by Toronto Children’s Services are billed at the full fee rate posted by the program. Of the 35 allowable absent days, only 20 consecutive absent days can be taken at one time. Absent time above 20 consecutive days must be approved by Toronto Children’s Services.
- A \$50.00 charge will be applied to all NSF payments, incorrect banking information that results in not receiving fees on time or when a payor recalls a payment.

FEES: Please See Appendix A for current fee rates

Attendance Record - Your Home Child Care Provider is required to keep a record of your child’s attendance in their home. You will be asked to sign the record at the end of each month. Please be sure it is accurate as you will be responsible for payment of fees as recorded on the attendance record.

Statutory Holidays – The agency does not charge parents for statutory days. The agency does not normally provide care on statutory holidays. However, if you must work, your regular home child care may be available to provide care (parents receiving subsidized care are required to request authorization from their case worker one month ahead of the date(s) needed). All statutory care needs must be authorized by the agency and extended care fees will apply.



Vacation/Absent Policy - Payment is required for all time off due to parent/child vacation or absences. If your Home Child Care Provider is unavailable due to vacation or time away, the agency will try to arrange back-up care. When the child care service is unavailable the parent will not be charged.

Families receiving fee-assistance (subsidy) are entitled to a maximum of 35 days absent per year. Additional days are subject to full fee costs and will be billed to the parent. Children cannot be absent for more than 20 consecutive days.

Transfer Within the Agency - If you are transferring to another Home Child Care Provider, please discuss your plans with your Home Child Care Consultant. Notice of transfer must be given at least two weeks prior to the date of transfer (unless extenuating circumstances exist).



Access of Equity and Inclusion - Heritage is “committed to building an inclusive society and providing an accessible environment in which all individuals have access to services and programs in a way that respects the dignity and independence of people with disabilities” (*City of Toronto Statement of Commitment to Creating an Accessible City, August 2009*)

We are a fully integrated program. We believe that every child belongs and can have fulfilling childhood experiences in our program. Please discuss with your Home Child Care Consultant any special needs and or requirements your child may have or need so that we can try to accommodate them. In some circumstances and with parental permission we may require the assistance of a Special Needs Resource Staff. The Home Child Care Consultant will discuss this with the parent in order to arrive at an individual program plan for the child.

Withdrawing from the Service - In the event that a Parent/Home Child Care Provider wishes to permanently withdraw their child from the Provider/Agency, the procedure set out below must be followed.

Written Notice

- * **Written** notice of permanent withdrawal of your child must be given at least **TWO WEEKS IN ADVANCE** to the Home Child Care Consultant and Provider.
- * If notice is not received, two weeks full program fees will be charged.
- * A permanent space cannot be guaranteed if the child is withdrawn or is absent without notice for more than two weeks.
- * Re-enrollment requires the parent/guardian to follow the application process
- * The Home Child Care Provider must give Parents a minimum of 2 weeks written notice of withdrawal

It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the home child care program. Please let your child and Provider know in advance of his/her last day, so that the transition can be a positive experience for your child, their child care friends, providers and your family.

Withdrawal of Services from Heritage Home Child Care Services:

- * There may be instances when Heritage cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child.
- * These matters will be brought to the attention of the parents/guardians of the child involved, Heritage Board of Directors and our City of Toronto Children’s Services Consultant.
- * In the event it is determined that the program at Heritage does not meet the needs of the child, Heritage reserves the right to require the withdrawal of the child from the program or waitlist.

Procedures:

- 1) All relevant information will be documented and reported to the parents. An ongoing discussion to address the child's needs and support systems available to the family will have been thoroughly explored. Referrals to outside agencies will be discussed with the parent/guardian
- 2) All relevant information must be documented and reported to our agency's Toronto Children's Services Consultant.
- 3) The Board of Directors will review the information
- 3) Two (2) weeks written notice will be provided to the parent/guardian (except as outlined below)

Discharge Due to Breaches of Heritage Policies - Upon admission into Heritage, families are asked to review and sign understanding and agreement of our Policies and Procedures (outlined in the Parent Handbook and in the Agency-Parent Agreement, as well as the Parent Code of Conduct document).

Breaching any of the policies outlined in the Parent Handbook and/or Parent Code of Conduct places the family at risk of being found NOT in good standing with Heritage.

The Board of Directors reserves the right in its sole discretion to discharge any child for breaches of any of Heritage's policies, by the child or the parents including but not limited to breach of the following:

- Heritage Parent and Child Code of Conduct
- Heritage Fee Policy
- Parent-Agency Agreement and/or Parent Handbook Policies

Parent and Child Code of Conduct - As part of your signed agreement with Heritage, the Agency reserves the right to withdraw or deny services if the Parent Code of Conduct is breached. We require that Parents/Children review and sign their understanding and agreement to follow the Code of Conduct. This document is provided in the Admission Package.

The decision for withdrawal will be based on, but not limited to, the following types of incidents:

- Repeated physical acts against other children and/or Home Child Care Provider (hitting, biting, or any other form of physical threat or assault).
- Verbal attacks on other children and/or Home Child Care Provider, which include the use of threats, name-calling, as well as repeated profane or degrading language.
- Racial or other discriminatory incidents.

- A child who leaves the centre without permission and/or leaves the care of the Home Child Care Provider on or offsite.
- Any verbal or physical abuse of the Home Child Care Provider by a child or child's family member.

We realize that occurrences and disputes will occur among children, and it is not our intent to exclude children as a result of typical developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in the Agency.

We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn. The decision to withdraw a child from our program will be supported with extensive documentation explaining that all opportunities for help have been exhausted. This decision requires approval from the Board of Directors and consultation with the City of Toronto Program Consultant.

In extreme cases (as determined by the Director/Home Child Care Consultant with approval from the Board of Directors) of violent or threatening behaviour by either a child or a parent where the safety of other children and/or Heritage staff or Home Child Care Provider are at risk, the two (2) weeks' written notice of withdrawal is waived, and the child is asked to withdraw immediately.

The Director/Home Child Care Consultant and if requested by the Parent, the President of the Board of Directors (or designate) will meet with the Parent immediately and the Parent will be required to withdraw the child from Heritage at a time set by the Executive Director and/or the Board of Directors in its sole discretion. The parent reserves the right to appeal a withdrawal decision made by the program in writing to the Board of Directors.

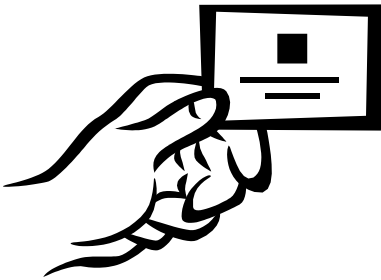
The Procedures for Withdrawing a Child's Participation are as Follows:

- 1) All incidents will be documented by Home Child Care Consultant/Home Child Care Provider using the Incident Report Form.
- 2) Incident reports filed by Providers will be reviewed by the Home Child Care Consultant and Executive Director.
- 3) Home Child Care Consultants will be responsible for exploring resources for supports for the child if deemed necessary, discuss a plan for meeting the child's needs and document strategies that can be used to help the child succeed in the program.
- 4) The Home Child Care Consultant will thoroughly discuss the concerns/behaviour and offer system supports and/or work on a plan to support the child's needs in the home child care program. The Home Child Care Consultant will respectfully set a time with the parents for this discussion.

5) The Home Child Care Consultant or Executive Director will determine which incidents in the Code of Conduct are deemed worthy of withdrawal based on the seriousness of the incident(s).



Please feel free to contact us at any time



Contact Information:

Provider Name: _____

Phone: _____

Home Child Care Consultant : _____

Phone: 416-754-8814 Cell: _____

Email: _____

Agency Executive Director:
M. Gaby Chauvet, RECE, AECEO.C
Phone: 416-754-8814 Ext #1
gaby@heritagechildcare.ca
www.heritagechildcare.ca

Heritage H.C.C.S. -- ph: (416) 754-8814

fx: (416) 754-8842

E-mail: info@heritagechildcare.ca

After Hours Emergencies Number: 416-602-2896 (6:00 pm to 10:00 pm only)

Version: April 2025

Appendix A – Fees

Heritage Home Child Care Parent Fees
April 2025 – \$22 CWELCC Cap for children under 6 years old

Age Groups (Infant/Toddlers)	Duration of Care	2022 Freeze Rate	2025 Rate for Eligible Children
0-2 years	Full Time (6 – 12 hrs)	\$50.79	\$22.00
	Part Time (less than 6 hrs)	\$34.38	\$16.24
	Extended Day (greater than 12 hrs)	\$67.23	\$22.00

Age Groups (Preschool)	Duration of Care	2022 Freeze Rate	2025 Rate for Eligible Children
2-4 years	Full Time (6 – 12 hrs)	\$46.02	\$21.74
	Part Time (less than 6 hrs)	\$31.22	\$14.75
	Extended Day (greater than 12 hrs)	\$60.85	\$22.00

Age Groups (Kindergarten)	Duration of Care	2022 Freeze Rate	2025 Rate for Eligible Children
Under 6 Years *	School Year	\$26.86	\$12.69
	Summer Full Time	\$37.32	\$17.63
	Summer Part Time	\$25.38	\$12.00
	Extended Day (greater than 12 hours)	\$48.91	\$22.00
	Weekend Full Time	\$37.32	\$17.63
	Weekend Part Time	\$26.86	\$12.69

Age Groups (6 -12 years)	Duration of Care	2025 Rates
School Age	School Year	\$32.71
	Summer Full Time	\$45.43
	Summer Part Time	\$30.90
	Extended Day (greater than 12 hrs)	\$59.56
	Weekend Full Time	\$45.43
	Weekend Part Time	\$32.71

***a child is eligible;**
until the last day of month in which they turn 6 years old
and
up until June 30 in a calendar year if the child turns 6 years old between January 1 and June 30