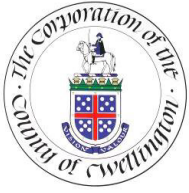




WELLINGTON HOME CHILD CARE

PARENT/GUARDIAN HANDBOOK



WELLINGTON HOME CHILD CARE PARENT & GUARDIAN INFORMATION AND POLICIES MANUAL

Revised July 22, 2026

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WELLINGTON HOME CHILD CARE PARENT & GUARDIAN INFORMATION AND POLICIES MANUAL

PHILOSOPHY & PROGRAMME STATEMENT

Wellington Home Child Care strives to provide nurturing and inclusive environments that are attuned to the interests of children – what they know and what they wonder about. It is through these environments, as well as play and inquiry experiences, that all children; who we view as competent, capable and creative; can develop their unique disposition, resilience, and skills for life-long learning.

How Does Learning Happen? Ontario's Pedagogy for the Early Years released by the Ministry of Education in 2014 is used as a tool for planning and reflection. The following four foundations from this document inform and guide our work with children, families, the community and each other.

Belonging - We cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

Well-being - We nurture children's healthy development and support their growing sense of self.

Engagement - We provide environments and experiences to engage children in active, creative, and meaningful exploration, play and inquiry.

Expression - We foster communication and expression in all forms.

When Home Child Care Providers, Home Child Care Advisors, families and children, and the community work collaboratively together in all aspects of early learning and care, we can achieve positive outcomes for every child that will support them to grow and thrive in their future.

HOURS OF OPERATION

Each contracted Home Child Care Provider sets their own hours of operation. Please discuss your Home Child Care Provider's programme hours with the Home Child Care Provider.

To provide your child with consistency, and to ensure Home Child Care Provider ratios are met, please bring your child to the programme only for the hours you have agreed upon with the Home Child Care Provider, and that has been listed on your registration information.

You must request a change to the scheduled hours in writing to your Home Child Care Provider who will then seek approval from Wellington Home Child Care. You will be notified if and when the hours can be accommodated.

TYPES OF PROGRAMME

Contracted Home Child Care Providers offer child care for children birth – 13 years of age, at the Home Child Care Provider's premise. The Home Child Care Provider's programme and premises are monitored by Wellington Home Child Care Agency Staff, following the regulatory requirements of the *Child Care and Early Years Act, 2014*, as well as Wellington Home Child Care programme policies and procedures.

AGE RATIOS

Home Child Care Providers follow the child ratios as set out by the *Child Care and Early Years Act, 2014* of no more than 6 children in care at any given time. The Home Child Care Provider's own children under the age of 4 years count in the ratios.

In addition to the above, the following age requirements are also in effect:

- No more than 3 children who are under the age of 3 years. This provision may be waived if the Home Child Care Provider receives prior written approval
 - In respect of the 3 children under the age of 3 years, no more than 2 children may be under the age of 2 years. A 3rd child under the age of 3 years may be added if the Home Child Care Provider receives prior written approval from Wellington Home Child Care.

PARTICIPATION IN THE CANADA WIDE EARLY LEARNING AND CHILD CARE SYSTEM

Wellington Home Child Care has enrolled in the Canada Wide Early Learning and Child Care System (CWELCC). In early 2022, the federal government announced that licensees who opted into this programme would be able to offer parents lower licensed child care fees to an average of \$10 a day by September 2025. Families were expected to see an average 25% reduction in fees retroactive to April 1 2022, which would be further reduced to 50% by the end of December 2022.

Wellington Home Child Care implemented the CWELCC system as of September 1 2022. At that time, eligible families were issued refunds retroactive to April 1 2022. Additionally, all contracted Home Child Care Providers reduced their daily parent fees by 25% as of September 1 2022.

Moving forward, Wellington Home Child Care contracted Home Child Care Providers will adjust their base fees (daily parent fees) for families as instructed by the Ministry of Education according to the CWELCC roll out plan. For CWELCC eligible children, you will not be charged more than \$22 a day and families will be given advanced notice when their fees will be changing.

Depending on the specific Home Child Care premise, non-base fees within Wellington Home Child Care may include: late fees if children are not picked up as per agreed upon hours, or NSF fees if child care fee payment does not clear (i.e. NSF cheque). Please speak with your Home Child Care Provider to determine their policies regarding the above.

There are no other costs associated with accessing child care within Wellington Home Child Care programmes.

PROGRAMME APPROACHES AND STRATEGIES

We use the following goals, strategies and approaches;

A. We provide environments and approaches that meet the child's health and wellbeing, safety and nutritional needs.

- Wellington Home Child Care is licensed by the Ministry of Education and we participate in a licensing renewal process on an annual basis
- Wellington Home Child Care enters into an agreement with Home Child Care Providers who have completed a thorough selection process. This process includes:
 - an interview to assess Home Child Care Provider's ability to comply with the agency standards,
 - reference checks,
 - a thorough home inspection to ensure the home meets legislative requirements of the Ministry of Education and County of Wellington standards for health, safety and well-being of children

- proof of adequate insurance,
- clear police vulnerable sector checks for anyone eighteen years of age or older who reside in the home or are regularly on the premises
- a clear Family and Children's Services check for anyone sixteen years of age or older who resides in the home or is regularly on the premises may be required
- up to date medical and immunization information for all residents in the Home Child Care Provider's home, or anyone regularly on the premises
- Home Child Care Provider's premises are inspected once every three months to ensure a safe, healthy environment for children
- Meals and snacks are planned and provided based on input from parent/guardians regarding their children's likes, dislikes and dietary requirements, and which follow the recommendations of "Eating Well with Canada's Food Guide".
- Children's individual well-being is recorded daily and includes their symptoms of ill health, how they ate, changes in their sleep patterns and any accident/incidents that occurred during the day
- Home Child Care Providers follow policies of Wellington Home Child Care including, but not limited to: Illness Policy, Sanitary Practices Policy, Administration of Medication Policy, Anaphylactic and Individual Emergency Health Plan Policies, Guiding and Supporting Behaviour Policy, Sleep Supervision Policy, Serious Occurrence Policy, Supervision of Volunteers and Students Policy, Programme Statement Implementation Policy, Training and Development Policy, Criminal Reference/Vulnerable Sector Check Policy, Safe Arrival and Dismissal Policy, Fire Safety and Evacuation Procedures.
- Home Child Care Providers ensure each child spends a minimum of two hours outside a day, weather permitting.

B. We promote positive and responsive interactions amongst and between children, families, Home Child Care Providers and Wellington Home Child Care staff, as well as community partners.

- Home Child Care Providers and Home Child Care Advisors use and role model active listening and problem solving skills with and for children at all times.
- Home Child Care Advisors coach and mentor Home Child Care Providers in developing their communication skills in the day-to-day operations of their programme – with parent/guardians and community partners.

- Conversations and discussions with Home Child Care Providers are documented as part of the WHCC Home Visit report and/or the MEDU Standard Home Visitor Checklist
 - Home Child Care Advisors guide and support Home Child Care Providers through the process to access additional supports for children in their care, including: how to talk to parent/guardians, the process to complete and submit a referral, roles and responsibilities of all members of the inclusion team for a child (Home Child Care Provider, Home Child Care Advisor, parent/guardians, community partners), and the Home Child Care Provider's participation in the development of an Individual Support Plan
 - We believe that parents/guardians know their child best. Home Child Care Providers invite parent/guardians' insight and knowledge. This collaboration begins as part of the enrollment process when families are invited to tour the home child care premise, meet the provider and share their hopes, dreams and goals they have for their child and their child care experience
 - Home Child Care Providers seek parent/guardian input regarding their child's temperament, likes and dislikes as part of the initial paperwork to place the child
 - Through ongoing conversations at drop off and pick up times, Home Child Care Providers engage in discussions with parent/guardians to ensure the Home Child Care Provider continues to have current information about the child's eating and sleeping habits, play preferences, interests and development
 - Home Child Care Providers and Wellington Home Child Care staff use warm, positive and respectful approaches and support children as they develop the ability to recognize and describe their emotions and feelings. Home Child Care Providers observe to determine what a child's behavior may be communicating and respond using strategies as described under Supporting and Guiding Children section of the Parent/Guardian Handbook.
- C. We provide opportunities for children to interact and communicate in a positive way and support their development of autonomy and self-regulation skills.**
- Home Child Care Providers strive to know each child well – their needs, strengths, interests, body cues and communication. Home Child Care Providers model resiliency skills which includes: labelling children's emotions, role modelling appropriate emotional responses and interactions and supporting each child in their development of social skills and resolving conflict with others

- Children are provided with various mediums to express themselves, including but not limited to: craft materials, music, role play materials, blocks, and other open ended materials and activities
- Children are encouraged to recognize and respond to their individual body cues such as hunger, sleepiness, thirst, and toileting requirements. For instance, children are offered meals and snacks prepared by the Home Child Care Provider and are supported in their decisions of what and how much to eat of what is offered.

D. We foster children's exploration, play and inquiry.

- Home Child Care Providers offer open-ended materials for the children to explore and manipulate in the home child care programme.
- Home Child Care Providers offer welcoming environments, experiences and opportunities for children to actively explore and investigate what they are naturally curious about and to invite children to imagine, think, create, solve problems and make meaning of their experiences
- Materials in Home Child Care Provider's programme are easily accessible so children can choose what to play with and what they would like to explore.
- By engaging in side-by-side reflection with Home Child Care Providers during regular home visits, Home Child Care Advisors mentor and support Home Child Care Providers in observing, understanding and making meaning of children's natural development through explorations, play and inquiry

E. We provide child initiated and adult supported experiences based on observation.

- Home Child Care Providers plan the environment and activities based on their observations of children and provide adult supported activities to expand on children's natural curiosity and interests

F. We plan for and create positive learning environments and experiences, which support each child's learning and development. Our approaches are inclusive of all children, including children with individualized plans.

- Home Child Care Advisors are registered Early Childhood Educators and have knowledge in child development, curriculum and pedagogy. Home Child Care Advisors make observations of Home Child Care Provider's programmes during regular home visits and support Home Child Care Providers to make meaning of their observations of children, to influence the set-up of the Home Child Care Provider's programme, as well as to adapt, plan and implement inclusive activities, experiences and environments that respond to children's interests, development and individualized plans.

- Home Child Care Providers take into account children's individual ages, developmental levels and individualized plans when including materials and equipment into their programmes, ensuring all children's needs are met.
- G. We provide inclusive environments and activities – both indoors and out – incorporating the individual needs and considerations for each child during active play, rest and quiet time.**
- Parent/guardians are consulted regarding their child's individual needs, preferences and supports for participation in the entire programme – indoors and out – as part of the enrollment process and ongoing throughout the child care experience, and these are incorporated into the Home Child Care Provider's programme.
 - Wellington Home Child Care staff and Home Child Care Providers plus any applicable community partners work in collaboration with parent/guardians to develop Individualized Support Plans for children whose developmental needs may benefit from additional resources and whose parents have provided consent.
- H. We work in partnership with families and foster the engagement of and ongoing communication with parents about the programme and their children.**
- Parent/guardians are consulted regarding their child's individual needs, temperament, likes and dislikes, etc. both during the enrollment process and ongoing throughout their child care experience.
 - Home Child Care Providers engage in ongoing communication with parent/guardians, beginning with the enrollment process and continuing on throughout the child care experience. Drop off and pick up times in particular are used as a time to discuss the care, well-being, interests and changes that may affect the child, family or programme.
 - At any time, parent/guardians may bring forward any concerns or questions they may have. Home Child Care Providers and Wellington Home Child Care staff work in partnership with families in an effort to support communication, maintain positive relationships and to obtain mutually agreeable resolutions.
- I. We are participants in our community and welcome community partners to enhance our programmes for children, families and Home Child Care Providers.**
- Home Child Care Providers access and utilize programmes and locations in the community designed for children including: EarlyON Child and Family Centres,

neighbourhood playgroups, library programmes, neighbourhood parks and recreational areas.

- Enhanced Support Services (ESS) support the home child care programmes to meet the needs of all enrolled children, including those who benefit from additional resources. ESS includes: KidsAbility (speech language pathologists, occupational and physiotherapist) and Canadian Mental Health Association (Mental Health Consultants), as well as County of Wellington (resource consultants)
- Home Child Care Providers and Wellington Home Child Care staff participate in Transition to School processes with the school board as appropriate
- Home Child Care Providers and Wellington Home Child Care staff maintain confidentiality. No information regarding children or families is shared with outside organizations or schools without written parental/guardian consent

J. We promote and provide opportunities for reflective practice and continuous professional learning.

- As part of the orientation process and ongoing training, all Home Child Care Providers and Wellington Home Child Care staff, students and volunteers regularly review policies and procedures that guide and inform their work in home child care.
- During regular home visits, Home Child Care Advisors make observations of the Home Child Care Provider's programmes. They participate in side-by-side reflection with the Home Child Care Providers, helping them to make meaning of their observations, and determine activities and materials to offer in response.
- Wellington Home Child Care provides bi-monthly newsletters for Home Child Care Providers and parents/guardians of enrolled children.
- Home Child Care Providers, Wellington Home Child Care staff, students and volunteers are provided with information about courses, workshops, training and communities of practice
- Wellington Home Child Care informs all Home Child Care Providers of the Ministry of Education website and resources.
- Wellington Home Child Care participates in side-by-side learning and mentorship. We support Home Child Care Providers in obtaining their education and/or diploma in Early Childhood Education by serving as a host agency overseeing their practice and placement as ECEs in training

K. We document and review the impact of the strategies included in our programme statement on children and their families.

- During regular home visits, Home Child Care Advisors monitor Home Child Care Provider's compliance with the Programme Statement through observations, recording their observations as part of the home visit report and/or Standard Home Visitor Checklist
- Our agency performs "touch bases" with parents/guardians to discuss their overall satisfaction with their child's placement in a contracted Home Child Care Provider's premises

PROHIBITED PRACTICES

No Home Child Care Provider, Wellington Home Child Care staff, student, volunteer or person regularly on the Home Child Care Provider's premises will implement any strategy that would undermine the health, safety or well-being of any child in receipt of care including,

- i. Corporal punishment of a child.
- ii. Physical restraint of a 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
- iii. Locking the exits of the home child care premises for the purpose of confining a child, or confining a 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
- iv. 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
- v. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- vi. Inflicting any bodily harm on children including making children eat or drink against their will
- vii. Sexual abuse, sexual misconduct and prescribed sexual acts (*as defined under the Early Childhood Educators Act, 2007*)

Any Home Child Care Provider, Wellington Home Child Care staff member, student, volunteer or person regularly on the Home Child Care Provider's premises who witnesses another adult using prohibited practices as described in this policy and/or practices in contradiction of the goals and approaches of the Programme Statement is obligated to report the incident to the Wellington Home Child Care Supervisor or designate as soon as possible but **within 24 hours of the occurrence**.

ROLE OF THE HOME CHILD CARE PROVIDER, AGENCY AND PARENT/GUARDIANS

As a parent/guardian, you have the task of seeking out and choosing a child care placement which best suits the needs of your family. When you choose a Home Child Care Provider contracted with our licensed agency, it is important to understand the roles and responsibilities of the Home Child Care Provider, the agency and yourself, in order to ensure you fully understand your child care arrangement.

Role of Home Child Care Provider

Home Child Care Providers are the first point of contact for parents/guardians, and are responsible for managing the day-to-day operations of their home child care programme. With support from Wellington Home Child Care, Home Child Care Providers plan and implement a child care programme to meet the needs of all children and families enrolled, ensuring they are consistently meeting legislative and Wellington Home Child Care requirements.

Role of the Agency

Wellington Home Child Care monitors the child care programmes of contracted Home Child Care Providers, to assess compliance with legislative (*Child Care and Early Years Act, 2014*) and Wellington Home Child Care requirements, during the contracted hours of care. Registered Early Childhood Educators offer coaching, guidance and support to Home Child Care Providers in the areas of child development, setting up a child care environment, planning and implementing a programme to meet the needs of all children, menu planning, behavior guidance strategies, meeting legislative requirements and more.

Wellington Home Child Care is also required to maintain copies of all children's files at the agency office.

Role of the Parent/Guardian

When completing the paperwork to enroll your child at a Home Child Care Provider's programme, request that the Home Child Care Provider complete a formal contract with you,

indicating the days and hours of care you will be using. Wellington Home Child Care will **only** monitor Home Child Care Provider's programmes during the **contracted** hours of care. Once your child is enrolled, it is important to maintain open communication with the Home Child Care Provider in order to ensure a successful child care placement. Speak to the Home Child Care Provider about your child's participation and engagement in their programme, as well as any questions or concerns you may have.

WAITLIST PROCEDURE

The information provided by families on the waitlist is deemed confidential.

- No parent/guardian will be charged a fee or deposit to be placed on the waitlist.
- Wellington Home Child Care will maintain the waitlist of families requiring child care, and may contact families to verify their interest.
- Families inquiring about their placement on the waitlist may contact Wellington Home Child Care and will be provided with an approximate range in increments of "five" or "ten" of the number of children placed ahead of their child. i.e. "there are approximately 15 children ahead of your child."

ADMISSION TO PROGRAMME

Children are offered admission into home child care premises based on the hours of care noted in the initial application form, and the Home Child Care Provider's ability to meet the needs of the child, family and legislative regulations. If the need of the family is not accurate, the Home Child Care Provider reserves the right to re-assess the family's placement on the waiting list using the current information as provided by the family.

Individual contracted Home Child Care Providers set their own priorities for offering admission to their premises.

To learn more about how individual Home Child Care Providers set their priorities for admission, please direct your inquiries directly to the appropriate Home Child Care Provider. Wellington Home Child Care agency will not be able to answer any such inquiries.

ENROLLMENT

Enquiring families are strongly encouraged to visit all possible Home Child Care Providers programmes to select the Home Child Care Provider that best meets your needs and expectations.

The selection of a Home Child Care Provider is the sole responsibility of parents/guardians.

Step One: Approval from Wellington Home Child Care before enrollment occurs.

Before a new child can be enrolled in a Home Child Care Provider's programme, the Home Child Care Provider must contact Wellington Home Child Care to discuss details of the potential new placement.

As per *Child Care and Early Years Act, 2014* requirements, Wellington Home Child Care is responsible for determining whether the potential placement would provide safe accommodation for the new child and for children already at the premises. The County of Wellington will also have service requirements that will need consideration. To that end, the following will be considered before granting approval to proceed with the placement of a new child:

- The ages of all the children in the programme
- The ability of each child to evacuate independently in an emergency
- The experiences and qualifications of the Home Child Care Provider to meet the needs of all children
- The physical environment of the premises, including the total amount and distribution of space in the premises.

Please note: The children placed at each Home Child Care Provider's premises will not always be the maximum outlined in the *CCEYA* or in the Home Child Care Provider's Agreement.

Placement approvals will be issued to both the Home Child Care Provider and to the parent/guardian wishing to enrol with the Provider.

Step Two: Enrolment Process with Home Child Care Provider

Only once approval is granted, the Home Child Care Provider will complete an enrolment package with parents/guardians.

Please note: **Only** child care that is contracted between the Home Child Care Provider and parent/guardian using Wellington Home Child Care documents and uploaded to the Wellington Home Child Care agency office are monitored by Wellington Home Child Care.

The enrolment process is a time to share your goals and expectations of the programme, to understand the requirements of the agency and the Home Child Care Provider, and to ask any questions or concerns you may have.

Up-to-date immunization information as per the current *Publicly Funded Routine Immunization Schedule for Ontario* must be provided before your child may start in the Provider's programme. Parent/Guardians who do not want to immunize their child must provide a *Statement of Medical Exemption*, signed by a qualified physician or must provide a *Statement of Conscience or Religious Belief* affidavit signed by a commissioner of oaths. This document will

be sent to Public Health. Please note: **Children who are not immunized may not attend the child care programme during a vaccine preventable outbreak. Child Care fees will be charged regardless of your child's attendance.**

PARENT/GUARDIAN RESPONSIBILITIES

- Participate in the enrolment process including completing all required paperwork, proof of immunization and providing contact information in case of an emergency; and maintain updated records at all times
- Ensure to follow all policies and procedures as advised by the Home Child Care Provider and Wellington Home Child Care at all times
- Fulfil financial obligations i.e. paying child care fees, providing required paperwork for subsidized care
- Participate in ongoing communication of any information pertaining to the child and the child care placement
- Notify the Home Child Care Provider of their child's absence or late arrival
- Provide a minimum of two weeks written notice of withdrawal
- Supply necessary articles including diapers, extra clothes, appropriate outdoor clothing
- Adhere to contracted drop off and pick up times
- Refrain from bringing an ill child to child care
- Treat Home Child Care Providers, Wellington Home Child Care staff and children, including their own, with dignity and respect at all times. If parents/guardians/authorized individuals picking up engage in inappropriate, aggressive, or threatening behaviour, Home Child Care Providers or Wellington Home Child Care staff have the right to deny service, ask them to leave the premises, and/or contact the police.

Failure to uphold the responsibilities of the Parent/Guardian may result in the termination of their child care placement.

SUPERVISION OF CHILDREN

As part of the process to contract with Wellington Home Child Care, all Home Child Care Providers provide a clear Police Vulnerable Sector Check and proof of valid Standard First Aid and Infant/Child CPR certification.

Ensuring the safety and well-being of children in the Home Child Care Providers' programmes is the responsibility of every Home Child Care Provider and Wellington Home Child Care staff

member. Your child will be supervised by the Home Child Care Provider at all times. No student, parent or volunteer, resident or person regularly on the Home Child Care Provider's premises will be left alone with your child.

Contracted Home Child Care Provider programmes may serve as a learning environment for community visitors, students and aspiring Early Childhood Educators. Home Child Care Providers ensure that every student and volunteer completes an orientation session before interacting with children in the programme.

Under the *Child Care and Early Years Act, 2014* Home Child Care Providers must ensure that every child who is in attendance is in a location where they can be supervised at all times. In some situations, children 6 years and over can be outdoors without direct supervision. For all children in care who are over 6 years of age the parent/guardian, Home Child Care Provider and Wellington Home Child Care staff must all agree on the boundaries set out for the child. This agreement will be in writing and signed by all parties. This includes children walking to and from the Home Child Care Provider's home to school or a bus stop.

Before signing in with the Home Child Care Provider upon arrival, and after signing out of the premise at the end of the day, your child and any of their siblings accompanying you are your responsibility to supervise. Home Child Care Providers need to be able to focus on the children under their care and cannot monitor or address the behaviour of your child or children outside of their time in care with the home child care programme.

You are encouraged to bring any concerns regarding the supervision of your child to your Home Child Care Provider and/or the Wellington Home Child Care agency.

STRATEGIES FOR SUPPORTING AND GUIDING CHILDREN

Through the development of trusting relationships and by knowing each child well, Home Child Care Providers are best able to determine how best to respond and support the child. Parents know children best and your knowledge and input is valuable. Home Child Care Providers will seek and include your views and perspectives throughout your child care experience, and when there are any changes in your child's typical demeanor or development.

It is important to note that some behaviours are typical for children in child care such as mouthing objects, biting, hitting, and yelling. Children sometimes exhibit these behaviours because they are not yet able to express themselves using words and they are still learning and developing their understanding of the world around them. Home Child Care Providers and Wellington Home Child Care staff role model ways for children to express their emotions and communicate in more positive ways, but it can sometimes take a while for children to replace these behaviours with different strategies.

The safety and well-being of every child is a priority. Home Child Care Providers will intervene

and implement behaviour guidance strategies when a child is:

- Endangering the safety of themselves or others
- Behaving in a physically aggressive or verbally abusive manner
- Being destructive of property
- In a conflict that is emotionally upsetting

Home Child Care Providers use many strategies. These include:

- **Observation:** Home Child Care Providers will observe to determine what a child's behaviour may be communicating. This information can be helpful in developing a plan to best support the child. A plan may include: changing the environment, adjusting the level of support, role modeling, positive reinforcement, problem solving, and/or redirection.
- **Responding to safety concerns:** Ensuring the safety and well-being of every child is a priority. If there is a concern for a child's well-being Home Child Care Providers will remove child(ren) from the situation immediately, attend to an upset or hurt child first and then assess the situation and follow through with an explanation to the child(ren). This explanation may include clearly defining behaviours that are and are not acceptable.
- **Use of natural consequences:** As appropriate Home Child Care Providers will assist the child(ren) in making decisions. For example, *'If you play in the cold without mittens, your hands will feel cold. I will bring your mittens outside for you, in case you change your mind.'*
- **Supporting the child's 'readiness':** Home Child Care Providers use positive and supportive approaches when/if a child has withdrawn themselves from the group and/or chooses to re-enter play. The Home Child Care Provider will assist the child in labeling their feelings/emotions, support them to identify the issue and guide them to use acceptable ways of having their needs met.
- **Role modeling:** Home Child Care Providers role model calming strategies. This may include: deep breathing, sensory exploration, stepping away and returning to the situation, asking for help, participating in physical outlets such as outdoor play, running, songs and finger plays.
- **Additional Support:** If necessary, Home Child Care Providers will seek additional support. This could be from:
 - Home Child Care Advisor
 - An outside support agency: i.e. Enhanced Support Services. This will not occur without your consent.
- **Time Out:** Time Out is considered a demeaning and prohibited practice. It is not used in Wellington Home Child Care. Instead, Home Child Care Providers will

clearly identify the issue (what they would like the child to start or stop doing) and will provide simple and clear expectations. i.e., *"I see your hand hitting. Ouch! That hurts! Stop Hitting. Do you want a turn on the bike? I can help you ask for a turn on the bike."*

- **Apologies:** Home Child Care Providers do not require children to state apologies as children do not develop the cognitive and empathetic skills to fully understand the concept of 'regret' until later in life. Home Child Care Providers do however, introduce these skills through their role modeling of such.
- **Manners:** Home Child Care Providers do not require children to use their manners such as saying please and thank you. Home Child Care Providers do, however encourage the children to demonstrate respect for everyone in the programme as role modelled by the Home Child Care Provider and Wellington Home Child Care staff.

SAFE ARRIVAL OF CHILDREN

The County of Wellington believes it is important to have a framework of measures to help ensure children's safety when arriving and leaving from the Home Child Care programme. The Safe Arrival and Dismissal of Children Policy has been implemented following changes made to O. Reg. 137/15 under the *Child Care and Early Years Act, 2014* to enhance the health and safety protections in licensed child care settings. The policy sets out the steps that will be taken when a child does not arrive at the home child care premises as expected, as well as sets out steps that will be taken to ensure the safe dismissal of children. Your home child care provider will discuss and confirm with you daily drop off and pick up times, and persons to whom your child(ren) may be released. This information will be recorded on the child's enrollment package.

Please note the importance of notifying the Home Child Care Provider if your child(ren) will be absent. If a child does not arrive at their expected time, 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), after 30 minutes the safe arrival procedures will be implemented, which include the following:

- Calling the parent/guardian who was expected to be dropping off to determine child's attendance for the day.
- Calling the secondary parent/guardian (if applicable) to determine if there was a change in drop off person and/or if the secondary parent/guardian knows where the child is.
- If the Home Child Care Provider is unable to speak directly to a parent/guardian (i.e. must leave voice mail) and no call back is received, contact emergency contacts that are listed on the child's registration to try and verify child's whereabouts

- If child's well-being is not confirmed by either a parent/guardian or emergency contact within 1 hour, the Home Child Care Provider will notify the Home Child Care Advisor.
- Police may be contacted when the Home Child Care Provider, parent's/guardian's home, parent's/guardian's at work, emergency or additional contacts can't reasonably account for a child's unexplained failure to arrive at the programme.

AUTHORIZED RELEASE OF CHILDREN

All authorized individuals picking children up from Home Child Care Provider's programmes must be over the age of 18 years and their names must be listed either on the child's registration form or communicated to the Home Child Care Provider by the parent/guardian. If someone arrives to pick up your child and they are not on the authorized pick up list, or the Home Child Care Provider has no prior knowledge of them coming to pick up, the Home Child Care Provider will contact the parent/guardian to verify that the child can be released.

If a parent/guardian requests that a child be released independently (i.e. school age child walking to school unsupervised), this information needs to be recorded on the child's Outdoor Play and Supervision form, signed and agreed to by the parent/guardian, Home Child Care Provider and Wellington Home Child Care staff. Prior to dismissing the child from care, the Home Child Care Provider will review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The child's time of departure from the Home Child Care premise will be documented on the sign-in/sign-out form.

CUSTODY ARRANGEMENTS

If your child has a formal custody arrangement, which you would like the Home Child Care Provider to support, you must provide the Home Child Care Provider with a copy of the court order for your child's file. Home Child Care Providers will notify the police in situations where a 'non-authorized' person arrives to pick up the child.

LATE PICK UP

Routines and consistency are important to your child and to the operation of the Home Child Care Provider's programme. If you are unable to pick up your child as planned, please make alternate arrangements for your child to be picked up by an authorized individual. Please remember to notify the Home Child Care Provider who can then let your child know who is on their way.

You are expected to arrive in time to leave the Home Child Care Provider's programme by the time it closes.

If your child is not picked up as planned, after 15 minutes, the safe dismissal procedures will be implemented, which include the following:

- Calling the parent/guardian who was expected to be picking up to determine if they are just running late.
- calling the secondary parent/guardian to determine if there was a change in pick up person and/or if the secondary parent/guardian knows the expected pick up time
- if the Home Child Care Provider is unable to speak directly to a parent/guardian (i.e. must leave voice mail) and no call back is received, the emergency contacts that are listed on the child's registration will be contacted to pick up the child
- If no response is received, the home child care premise has closed and it has been at least ½ hour since the child was supposed to be picked up, the Home Child Care Provider will contact Family and Children's Services to notify of an unclaimed child, and the directions from Family and Children's Services will be followed.

At no time will your child be left unattended.

WELLINGTON HOME CHILD CARE AGENCY CLOSURES

Wellington Home Child Care office is closed for the following legal holidays:

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

When a legal holiday falls on a weekend, the office will be closed on the following Monday

Please discuss with your Home Child Care Provider their availability to provide care on statutory holidays if care is needed.

FEES AND PAYMENTS

Home Child Care Providers may charge full fees for statutory holidays and any days that their programme is operating and your child is absent.

Under the terms of the CWELCC funding agreement, a Home Child Care Provider may not exceed two consecutive weeks of closure, and not more than four weeks of closure within a calendar year where parents are charged full fees.

Depending on your Home Child Care Provider, methods of payment may include cash, cheque or electronic funds transfer and the schedule for payment may be weekly, biweekly, or monthly.

Please discuss with your Home Child Care Provider their programme policies regarding fee payment, including:, options for method of payment, schedule of payments for his/her home child care programme as well as policies regarding payment for days missed due to illness, vacations, or legal statutory holidays.

ATTENDANCE

The Home Child Care Provider will record your child's attendance and absences on a daily basis. Wellington Home Child Care staff will conduct periodic audits by phone with parent/guardians to ensure care is being recorded accurately. If you are receiving subsidy and approved for a varied schedule, please submit your official work schedule to your Home Child Care Provider so that it can be submitted with the attendance form.

WITHDRAW FROM THE PROGRAMME & CHANGES IN HOURS

Parents/guardians and Home Child Care Providers are required to give a minimum of two weeks' notice in writing to withdraw a child from the Home Child Care Provider's programme. Full fees will be charged for the two week period following notification of withdrawal.

SUPPORTING INCLUSION

Families are viewed as the expert on their child, and their advice, support, suggestions and input help to inform Home Child Care Provider's programmes and support Home Child Care Providers in creating environments that reflect the unique and diverse characteristics of every child. The Home Child Care Provider implements inclusion practices to ensure all enrolled children can participate in every aspect of the programme. Where appropriate, community

resources and agencies can be brought in to offer additional guidance and support if needed. With written approval from families, Home Child Care Providers and Wellington Home Child Care staff are able to discuss and record your child's progress with outside agency workers specifically assigned to support individual children.

ILLNESS AND CARE FOR YOUR CHILD

Home Child Care Providers monitor children's health throughout the day beginning when your child first arrives at the home child care premise. Please do not bring your child to the home child care programme if they are not well. If your child becomes ill during the day, you will be called to pick up your child or send another authorized person in your place.

Your child cannot attend child care with the following ailments:

- Fever of 38 degrees or higher
- Unexplained Diarrhea – 2 or more bouts, or in combination with other symptoms
- Vomiting – 2 or more bouts, or in combination with other symptoms
- Any contagious sickness/symptom (i.e. rash, sores). The advice of a medical professional may be required to clarify conditions or support a diagnosis
- Any sickness that prevents your child from participating in all aspects of the programme
- Any restrictions implemented by the Ministry of Health, Ministry of Education, Public Health, or other provincial or federal guidelines

MANAGEMENT OF PESTS

Pest infestation (e.g. head lice, scabies, bed bugs) are not regulated public health conditions, and although easily spread, are not considered a communicable disease. Pests can be transmitted through head to head contact or by contact with personal items (ie: combs, hats etc). If you suspect that your child is carrying any pests, we ask that you notify your Home Child Care Provider as soon as possible. If live lice, nits (eggs), or other pests are evident, a treatment should be administered. Treatment kits for many pests can be purchased over the counter at a pharmacy or through a service. Children should not return to care until after a treatment has been applied and all visible pests and nits are removed. Families are also advised to continue to check their child's hair and that of other family members daily for 14 days to minimize the spread. If a case of pest infestation is reported, Home Child Care Providers will notify all families so that they can monitor their child. If the Home Child Care Provider suspects pests on your child during child care hours, they will contact you. Your child will not be excluded from the programme. The Home Child Care Provider will adjust the programme by removing dramatic play clothing and hats etc. to reduce the risk of spreading. Depending on the severity of the pest infestation found, the Home Child Care Provider may request children are picked up early

from the programme so that treatment can begin immediately.

FOOD AND MEAL-TIMES

Depending on your child's schedule, snacks and meals are provided as part of the daily programme. All meals, snacks and beverages meet the recommendations set out in Eating Well with Canada's Food Guide.

If your child is an infant or has specific dietary requirements, he/she will be fed according to written instructions provided by you. Parent/guardians are responsible for providing all food and drink (bottles) until the child is able to eat the regular menu supplied by the Home Child Care Provider. All food and drinks brought from home must be clearly marked with your child's full name, the date the food/drink arrived at the home child care premise, and all contained ingredients – making note of known allergens (eggs, soy, dairy, peanuts, nuts, etc.) The Home Child Care Provider will ensure appropriate supervision of children is maintained during meal times so no food from home is shared or exchanged.

Meal times provide an important opportunity for children to practice independence, grow socially and to develop healthy views about food and eating. We use a 'family style dining' approach—Home Child Care Providers will sit with the children at meal times—engaging and facilitating discussions amongst the children while at the same time, providing opportunities for children to demonstrate autonomy.

Scooping their own food, pouring a cup of milk, scraping their plates, feeding themselves, choosing portion sizes... are all examples of ways in which children can participate in the experience.

Children are invited and encouraged to try new foods. Researchers tell us that offering new foods 10-15 times can help to increase a child's food preference. As such, meal time is not a time to rush but rather it is a time to talk about things that have happened in the day, to make plans for things that will happen and for building trusting relationships with each other.

Home Child Care Providers sit with the children and participate in snack and meal times - facilitating a calm and unhurried atmosphere. Knowing that children's tastes and feelings of fullness are unique and will evolve over the years, Home Child Care Providers use positive and supportive approaches as children taste new foods, learn to pour and scoop, and develop their sense for proportions.

ALLERGIES AND FOOD RESTRICTIONS

It is important that the Home Child Care Provider is aware of any food allergies or dietary

restrictions your child has. This information will be recorded and posted in all areas where food is prepared or served.

From time to time, a Home Child Care Provider may inform families of restricted foods or allergens that are not permitted at their premises. This will occur when a child or the Home Child Care Provider has a life-threatening allergy. During such times, everyone (i.e. parents, children, Wellington Home Child Care staff) are required to adhere to the posted food or allergy restrictions.

If your child has an allergy that requires medical considerations (i.e. epi-pen, inhalers) the Home Child Care Provider will work collaboratively with you to develop an individualized Anaphylactic Plan or Individual Emergency Health Plan. This plan will be shared with Wellington Home Child Care staff, students, volunteers and residents/persons regularly on the Home Child Care Provider's premises to help ensure the wellbeing of your child and should be updated at least annually or when there are changes.

Please ensure you label all food brought to the home child care premise with;

- your child's full name
- the date the food arrived at the home child care premise, and
- all ingredients, making note of known allergens (eggs, soy, dairy, peanuts, nuts etc.)

Where food is provided from home for children, the Home Child Care Provider will ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

MEDICATIONS

Home Child Care Providers can only give children prescription medication or medicine if directed in writing by a medical practitioner (i.e. child's Physician or Registered Nurse).

All medication must be in the original container and labelled with the pharmacy prescription.

A completed MEDICATION FORM, including your signature, is required to permit the Home Child Care Provider to administer medication. Home Child Care Providers will not administer medication without this authorization.

All medicine brought to the Home Child Care Provider's premises must be handed directly to the Home Child Care Provider to ensure it is stored properly and safely.

Additionally, you may request the Home Child Care Provider to apply creams, lotions, lip balm and/or insect repellent to your child. In these circumstances, your signed consent is also required. These items must be labelled with your child's name and come in the original

containers.

CHILDREN'S INDIVIDUAL HEALTH PLANS

Your child's health and well-being is important to us. You are required to assist in the development of an Individual Emergency Health Plan for your child if she/he has a medical and/or health concern which could pose a life threatening concern for your child. Examples of life threatening conditions are,

- History of seizures
- Respiratory conditions i.e. Asthma
- Cardiovascular conditions i.e. fainting or collapsing
- Diabetes
- Anaphylactic Allergy

These Individual Emergency Health Plans will be reviewed by the Home Child Care Provider, Wellington Home Child Care staff, students, volunteers and residents/persons regularly on the home child care premises upon completion and at least once annually. They will be posted in areas where they are visible to everyone to ensure the safety of the child at all times.

SLEEP CONSIDERATIONS

Home Child Care Providers use respectful and supportive approaches to support your child in their development of autonomy and self-regulation skills. This includes their ability to recognize their individual feelings of sleepiness and their ability to self-soothe, rest and sleep.

Children ages 12 months and younger will be placed on their back to sleep as recommended in the *Joint Statement on Safe Sleep*. This requirement may only be overruled with written instructions by the child's physician. Once an infant is able to roll from their back to their stomach or side, they will not be repositioned onto their backs if they have switched position in their sleep.

Sleep positioners or devices, bottles and cups are not permitted in cribs or on cots.

Sleeping areas will be kept dimly lit to ensure the safe supervision of all children. Children are supervised during rest and sleep and the Home Child Care Provider will conduct visual checks of sleeping children younger than 24 months every 30 minutes by being physically present beside the child while the child is sleeping and looking for indicators of distress or changes in sleeping patterns. Any significant changes in a child's sleeping patterns will be shared with you, their parent and may result in adjustments to sleep supervision. Parent/guardians are encouraged to speak with their Home Child Care Provider at any time to discuss their child's individual sleep considerations.

As per the Child Care and Early Years Act, toddler and preschool aged children's rest period will not exceed two hours in length. Sleeping children will be gently awakened by changing the environment i.e. increasing lighting, opening shades...

Your child will be assigned an individual crib, playpen, bed, cot or mat. While your infant is 'falling asleep', a small sleep item (i.e. stuffed toy) may accompany them in a crib or playpen while they are being supervised directly. These small sleep items will be removed from the crib or playpen when the child is not supervised directly. Older children resting on beds, cots or mats may keep their sleep toy with them throughout the duration of their sleep. Home Child Care Providers will assist children with resting and sleeping by; playing soft music, patting/rubbing children's backs, reading a story, rocking...

Children who are unable to sleep will be provided with quiet activities and play opportunities.

Practices that would undermine a child's well-being will not be used at any time. These include,

- not providing a cot, crib, bed, playpen, mat or bedding for sleeping or resting
- taking a child's soother, blanket, sleep toy away
- sending children to 'bed' as a form of punishment
- withholding any aspect of the programme as a form of 'punishment' for not sleeping or resting.
- forcing children to sleep or rest against their will

OUTDOOR PLAY

Your child will have outdoor play on a daily basis – weather permitting. This may include time in the Home Child Care Provider's yard, a neighbourhood walk or a visit to community green space.

Home Child Care Providers are unable to accommodate parent/guardian requests for their child to stay indoors while the group is outside due to licensing requirements. Children who are not able to participate fully in the programme – including outdoor play – should remain at home.

ACCESS TO WATER

As per agency legislative requirements, Home Child Care Providers must ensure any child under the contracted supervision/care will not have access to any standing bodies of water (i.e. ponds and recreational in-ground/above ground swimming, portable/"kiddie"/inflatable wading type pools) on the Home Child Care Provider's premise. Home Child Care Providers may provide play with water using sprinklers, hoses or water tables under direct supervision at all times.

Home Child Care Providers must develop their own policy for taking children to off-site splash pads. They must discuss these policies with parent/guardians and obtain your signed consent

each time such an outing is planned.

CLOTHING FOR PLAYING INDOORS AND OUT

Outdoor play provides a wonderful opportunity to play, explore and develop large motor skills. Digging in the sand, crawling on the grass, playing in the snow, painting, water play...are all examples of the types of active play your child will experience.

Providing your child with appropriate clothing for outdoor play i.e. sunhats, rain boots, winter clothing... will assist your child in staying warm and dry while they participate fully in the programme. Please provide clothing that will allow your child to play and explore. For safety reasons, please do not send scarves or clothing with long strings. Home Child Care Providers work in partnership with families to communicate any clothing or needed child care supplies (i.e. needed diapers, hat, mittens...). In some situations, Home Child Care Providers may need to request that you bring necessary items to their premises before the end of the day and (if possible) may provide a substitute for clothing/diapers until the items are received.

Please label all clothing to help Home Child Care Providers return lost articles to their proper owner and please remember to return any borrowed items to the Home Child Care Provider.

EXPLORING THE COMMUNITY

Under the direct supervision of the Home Child Care Provider, your child may explore the surrounding community through neighbourhood walks or transport in a vehicle. Children may be brought to see the local businesses, schools, playgroups and EarlyON programmes where families may attend, work or shop. As well, they may make visits with library, fire, health and police services.

Home Child Care Providers will ensure the safety and well-being of your child during excursions off premises. Your signed approval is required to permit your child to participate in off premise excursions, as part of your child's Outdoor Play and Supervision Plan.

ACCIDENT REPORTS

The Home Child Care Provider will complete a written report when any accident or incident occurs that could affect the health, safety or well-being of your child. You will be provided with a copy of this Accident/Incident report.

In the event that your child is picked up by another authorized adult on the day that an Accident/Incident report is completed, the report will be provided to them to be passed onto

you.

DUTY TO REPORT – SUSPECTED/ALLEGATIONS OF ABUSE

We all have an obligation to report suspected child abuse or neglect. All Home Child Care Providers or Wellington Home Child Care staff who know or suspect a child is or may be in need of protection are obligated by law to personally report such information onto Family and Children's Services. In the event that an investigation occurs, we will work collaboratively with F&CS to support the child and family through this process.

UNDER THE INFLUENCE

If someone comes to pick up your child who appears to be impaired by drugs or alcohol, the Home Child Care Provider will request that another authorized adult pick up the child. If the impaired person refuses to comply, the Home Child Care Provider will call the Police for further guidance.

No person present at a Wellington Home Child Care premise may be impaired or under the influence of a substance while children are in attendance at a Home Child Care programme. All observed incidents of impairment by a substance must be reported to the Supervisor of Wellington Home Child Care.

DUTY TO REPORT – SERIOUS OCCURRENCES

A serious occurrence could include a life threatening injury to a child, use of a prohibited practice, an unplanned disruption of service, fire or other disaster on site. The Child Care Programme must immediately report a serious occurrence to the Ministry of Education. To support increased transparency and access to information, Serious Occurrence information will be posted at the home child care premise for 10 days.

CONCERNS AND CONFLICT RESOLUTION

At any time, you may bring forward any concerns and questions with the person you feel is most appropriate and/or with whom you are most comfortable. In turn, Home Child Care Providers/Wellington Home Child Care staff will forward the question/concern to the appropriate person as applicable, within 24 hours. This will occur in a confidential manner and with the intent to support communication, maintain positive relationships and to obtain a resolution.

NOTE: At any time, Parent/Guardians may bring questions/concerns to the Wellington Home Child Care Supervisor. If parent/guardians need to escalate their concerns, please see the attached process

T 519.837.3620 x3050
T 1.800.265.7294 x3050

Concerns regarding the approaches used to guide, support, or redirect children, must be reported to the Wellington Home Child Care Supervisor within 24 hours of becoming aware of the concern (See Diagram for Route for Resolution).

If the way that parent/guardians express their concerns is inappropriate, aggressive or threatening, the Home Child Care Provider and/or Wellington Home Child Care Staff have the right to refuse to engage in conversation and defer the discussion, ask them to leave the premises, and/or contact the police.

ROUTE FOR RESOLUTION

Wellington Home Child Care and Home Child Care Providers are committed to resolving issues and concerns in a timely manner and will include the individual(s) best able to assist with this process. (See chart on next page)

APPEAL PROCESS

If a resolution cannot be reached following the last step and/or if the parent/guardian wishes to appeal a decision, they may forward their appeal to the Administrator of Social Services, County of Wellington.

PARENT/GUARDIAN HAS A CONCERN

Programme Policies or Regulatory Requirement Related
i.e. illness policy requirements



Home Child Care Advisor
Listens and resolve concern in accordance of *Steps for Problem Solving and Conflict Resolution*



Conflict is resolved OR
Include Wellington Home Child Care Supervisor - use same steps as above



Conflict is resolved OR
Include Child Care Manager – use same Steps as above



Conflict is resolved OR
Include Director of Children's Early Years – use same Steps as above

Programme Related
i.e. child's missing clothing



Child's Home Child Care Provider
Listens and resolve concern in accordance of *Steps for Problem Solving and Conflict Resolution*



Conflict is resolved OR
Include Home Child Care Advisor - use same Steps as above



Conflict is resolved OR
Include WHCC Supervisor/Child Care Manager – use same Steps as above



Conflict is resolved OR
Include Director of Children's Early Years – use same Steps as above

CLOSURE POLICY – DISRUPTION IN SERVICE

Wellington Home Child Care understands that families depend on our services for child care. Our office will stay open for our regular hours unless we cannot meet the requirements of the *Child Care and Early Years Act, 2014*, or if Public Health or County of Wellington Administration requires us to close.

Home Child Care Providers set their own hours of operation. Please discuss your Home Child Care Provider's policies for closures needed due to Home Child Care Provider or family illness, Home Child Care Provider's vacation time and/or inclement weather.

EMERGENCY MANAGEMENT/EVACUATION SITE

The safety and well-being of children, families, Home Child Care Providers and Wellington Home Child Care staff is a priority. If the Home Child Care Provider is unable to provide safe supervision of children due to an urgent or pressing situation and /or if they are not able to maintain legislative requirements, the Home Child Care Provider and children may leave the premise and provide temporary care at their emergency evacuation location.

Should a decision to relocate be made, you will be immediately notified by phone and will be required to pick up your child from the emergency evacuation site. In the event the Home Child Care Provider is unable to reach you, your emergency contact person(s) will be notified and required to pick up your child.

Each Home Child Care Provider has a designated emergency evacuation site. Please discuss with your Home Child Care Provider where their designated emergency evacuation site is located.