

Parent Guide

High5 Child Care Agency
Milton , Ontario



Welcome to High Five Child Care Agency

INTRODUCTION

High Five Child Care Agency based in Ontario functions under the Ministry of Education and is striving to offer child care in the best promising environment suitable to families, parents and their children through a flexible Program Statement.

High Five Child Care agency licensed under The Child Care and Early Years Act, 2014 (CCEYA) provides best possible child care environment to promote child wellbeing and development during its early years of life.

High Five Child Care agency is enrolled in Canada Wide Early Learning & Child Care program and is enrolled only in Halton region. Under the new cost based structure child care fees are reduced by \$22 per day.

High Five Child Care Agency licensed for _____ homes in the community. Parents / guardians are encouraged to visit any of the High Five Child Care home during program hours to have first-hand information about the standard of quality care and education being imparted by the Agency.

CHILD CARE SUBSIDY

High5 Daycare Agency welcomes eligible child care subsidy recipients in Halton Region. For more information, please dial Halton at 311 or visit Halton.ca.

Our agency support low-income families under the

CWELCC program (non-subsidized) by offering sliding scale fees based on income, ensuring that childcare is affordable for families with financial constraints, and information about other community resources or government assistance programs (like subsidy). By fostering open communication with families, we work together to address any challenges and ensure equitable access to early childhood education. Also, 3 meals are including during the day free of cost

Home Visitors:

Home Visitors appointed by High5 are responsible for overseeing High Five Child Care Agency's licensed home child care as unannounced visit on monthly / twice a month basis

Program Offered:

The programs offered by High Five Child Care Agency include early learning and care child care programs, before and after school programs and overseeing licensed home early learning and child care programs.

The programs are intended for infant, toddler/ preschooler and school aged children.

Working Hours:

Services are available for the working hours and days as per requirement of the parent. Parent requiring for extra hours after enrolment must request so through two weeks' notice. Overtime fees will be

charged in case the parent requires hours more than 9 hours.

Legal Holidays:

There are 9 legal holidays each year; New Year Day, Family Day, Good Friday, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas and Boxing Day. However, Easter Monday and the Civic Holiday are not legal holidays.

Besides, there will be additional Holidays for Eid-ul-Fitr, Eid-ul-Azha and Diwali (respectively)

Non-Base Fees:

Holiday Fees: If any parents needs services during stat holiday then that day will be charged as \$50 per day depending on provider's availability, if there is any

NSF Charges:

Since we are on automatic payment collection, if a payment is declined due to non-sufficient fund or any other reason, an NSF charge will be applied by the bank, which will be paid by the parents. Our payment deduction dates are the 12th and 25th of each month.

Pick & Drop Charges:

If parents require pickup and drop off service, then \$15 will be charged.

Termination FEES:

Two weeks' notice is required at the time of termination. By signing a contract agreement, you

agree to give two weeks' notice before terminating care or you will have to pay termination fee of \$250 to terminate immediately. If due to some personal reason, daycare provider has the right to terminate the child, you will be notified at least 2 weeks in advance.

Overtime charges: Our official timings are 7am – 6pm. Parents can pick any 9 hours in between. If parents are required more than 9 hours or to start earlier than 7:00am and later than 6:00pm then they will pay overtime. It will be \$10 per 15 min.

Base Fee :

Deposit (2 weeks) : Full Program fees

Charges are subject to change based on child's age, hours, transportation requirements, etc.

Standard charges are \$22 per day (for all ages up to 6 years old)

Security Deposit:

A refundable deposit to secure the spot of 2 weeks fees will be charged at the time of enrollment and will be used as last fees when parents will give notice of withdrawal.

Pick up and Drop

In order to safeguard the safety of child, High Five Child Care Agency at the time of enrollment of the child requires a written permission from the parents about the person who will pick up the child. Such person must prove his identity before picking up the child. Parents are required to update the Agency in writing about any changes or

alternative pick-up arrangements.

Refund Policy

Any fees collected in addition while a provider is off and parents are serving their withdrawal period, or if parents have already paid monthly fees in advance and then decide to give a withdrawal notice, or in any similar scenario — all extra charges will be refunded.

Admission Policy:

The prospective parents intend to use the services of High Five Child Care Agency have to fill and submit an application form mentioning therein the requisite details necessary for maintaining record of each child. Upon scrutiny of the form and enrolment papers, a meeting is held between the provider and the parents and the child. The family is encouraged to have a look at the premises and the facilities available therein.

In case the services of the Agency do not meet the needs of the family or the child, the Agency will aid in finding an alternative solution suitable to the family or the child.

Once, spot is confirmed by the parents, they are required to pay 2 weeks deposit and 2 weeks fees in advance (starting date onwards)

Wait List Policy:

Since High Five Day Care Agency strictly adheres to the rule of allowing a certain number of children in a child care center or home child care program under the Child Care

and Early Years Act, therefore, priority is given siblings of children already enrolled. Children will be prioritized based on availability and the chronology in which the child was placed on the waiting list. The child is placed on a wait list for admission till space becomes available within program. The wait list is specific to the program location and does not guarantee placement of every child on the wait list. On availability of space, Agency's program supervisor or placement consultant contacts parents. Our waitlist includes all special needs kids, low-income families.

High Five Child Care Agency does not charge parents deposit for the placement of their child on a waiting list for a spot in a home premises that the Agency oversees. An enrolment fee is charged once a child has been offered a spot in a home child care premises.

Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore, only the child's position on the waiting list will be provided to parents upon request. Names of other children and/or families and/or their placement will not be shared with other individuals.

Procedure

When a space becomes available, the family at the top of the waitlist will be contacted. Once a placement is offered, the parents will be

charged the deposit along with 2 weeks fees. Parents are required to confirm their acceptance of the offered placement with 48 hours. If they do not accept the placement within given time, the next family on the waitlist will be contacted. Siblings of children currently enrolled are given priority for placement on waiting list.

Withdrawal / Discharge Policy

A month written notice is required from the parents who wish to withdraw their child from the program. In case of non-receipt of the notice, full program fees will be charge, which we collect at the time of enrollment

If a child withdrawn for a temporary period or parents wishes to get their child re-admitted, such child will be placed on the waiting list and will be admitted on availability of space.

Activities Off the Premises

High Five Child Care Agency strongly encouraged community outings as part of the program philosophy. In case of off the premises activities, parents will be notified in advance about the date, time and place of the destination and parents are required to sign a permission form.

Participation by Parents and Family

High Five Child Care Agency actively encourages parent and family to participate on our program as volunteers. They are always invited to take part in the program by sharing a

talent or skills, sharing cultural experiences, provide feedback on the services offered and participate on our advisory committee meetings.

Inclement Weather Policy

Although every effort is made by High Five Child Care Agency to provide child care services throughout the year, however, in the event of inclement / extreme weather, dangerous road conditions, etc, we may close early or not open. In such situation, Agency's representative or the provider, as the case may be, will try to contact the parents for providing update.

Nutrition Policy

Proper health, growth, development and well-being of children largely depends upon proper and adequate nutrition at the early years. At High Five Child Care Agency, children are served with balance diet at the schedule timings meeting their daily requirement of energy / calories. Exhaustive menu is prepared by the provider in consultation with the parents so that permissible variety of healthy food is available to the children at the scheduled timing.

Extra energy is required by the children attending full day child care to keep them active throughout the day. This need can only be met by a healthy and balanced food containing all the necessary requirement of vitamin, fats, etc.

The home visitors examine the food and the daily menu chart

which is given by the provider under the Canada's Nutrition Guide and help provider to make sure that the children are having variation of food from each food group through their daily based menu. The process of food preparation is in consideration.

Food Policy :

The parents can provide the food or snacks to their child if the provider could not fulfill the child's need, but it should be properly labelled with child's full name, date and should not be shared or exchanged with any child under the proper surveillance. Also, do not bring food to the childcare premises that contains allergic ingredients

Menus

High Five Child Care agency's home child care provider are required to prepare a daily / weekly Menu or for the period / duration suitable to the provider showing meals and snacks given to the children at home. Parent's suggestions / recommendations are noted and included in the menu along with substitute foods in case the listed food is not readily available any time / day.

Special Feeding Arrangements

At High Five Child Care center and home, alternative food for the children with special dietary is made available with the assistance of the parents e.g. children with known milk allergy are provided with an alternative food. While alterations are made in the menu, it is ensured that dietary need of the other children as

well as that of with known food allergy is not compromised. In case a child has dietary restriction or requirements, written instructions or Individualized Support Plan form is obtained from the parents.

In order to avoid cross contamination, it must be ensured that a child with a life threatening allergy / anaphylaxis use only his / her dishes and cutlery so that allergen present on other children's dishes / cutlery may not come in contact with the allergy sensitive child.

Health Policy

The child care providers of High Five Day Care Agency are required to maintain the updated health and boosters/vaccines record sheet of all registered children which is provided by the parents so that it can be accessible on demand.

Sick Policy

If your child has diarrhea, vomiting, 100-degree fever or more, any contagious illness, the child is considered sick, and he/ she should stay home until the condition persists. If your child gets sick in the daycare, parents will be immediately notified to take the child home. Since the daycare is open, it will be charged. If the child is sick and having any contagious disease and parents insist that it's not contagious, we will need a doctor's note on clinic's letterhead to confirm that it's not contagious and child is safe to return to daycare

Lice Policy:

We are committed to maintaining a healthy environment for all children and staff. If head lice are detected, the affected child will be sent home for treatment and can return once they are free of live lice. Parents will be notified promptly and provided with information on treatment and prevention. Confidentiality will be maintained, but parents of other children in the same class will be informed to check their own children.

We will be needing lice clearance letter from cleaning services company to confirm clean head and its safe to return to daycare .Routine checks and proper cleaning procedures will be conducted to prevent the spread of head lice

Smoking Prohibition

Under the Smoke Free Ontario Act 2006, smoking is strictly prohibited in all day nurseries and private home daycare, licensed under the Day Nurseries Act. Thus, High Five Child Care Agency has made it obligatory to all licensed child care home to be smoke free irrespective of the presence of children.

Maintenance Of Hygiene

At High Five Child Care Agency special attention is given on maintenance of hygienic conditions which reduces the children exposure to the illness cause by germs. Since germs present on toys and other frequently used surfaced can live for hours to weeks, therefore, spread of germs is minimized by way of

- first cleaning with soap and water and then disinfecting.

First Aid

Children are susceptible to injuries despite taking precautions. Child care home staff should be prepared to deal with any untoward situation / emergency. High Five Child Care Agency strongly recommend the providers to get their staff trained from a recognized institute / hospital so that they are prepared to deal with any untoward situation / emergency and able to give first aid and take appropriate and prompt action in case of serious incidents like poisoning, choking and administer CPR, if required.

Drug And Medication Administration Policy and Procedure

In order to provide explicit instructions to child care home provider, staff, students and volunteer regarding administering drugs or medication to the children at home child care premises, High Five Child Care agency has developed Drug and Medication Administration Policy and Procedure.

This policy is made as per mandatory requirement vide Ontario Regulation 37/15 for the administration of drugs and medication in home child care premises overseen by home child care agencies.

The aims of the policy and procedures i.e. children's health, safety and well-being can be achieved by ensuring that:

- Only those drugs or medication is administered to the children deemed necessary

and appropriate by their parents;

- The potential for errors is reduced,
- Medication do not spoil due to improper storage.
- Accidental ingestion is prevented
- Emergency allergy and asthma drugs or medication are administered promptly when needed, and
- Drugs and medications are administered safely according to established routine.

Rest Period

At High Five Child Care Agency it is firmly believed that there should be a balanced day for a child between his indoor and outdoor's energetic amusement and relaxing hobbies. Relaxing hobbies will help their body to re-energize. During the infant, toddler and preschool level, relaxing hobbies must contain nap time. Activities like listening music, reading favorite books, or participating in any other restful activity can be done by School age children as relaxing hobbies.

Nap / Sleep Time

At High Five Child Care Agency center and child care home providers, nap / sleep schedule of a child is generated with the assistance of child's parent / guardian and the nap/sleep time/area is assessed together with them, so that they can evaluate their child's nap/sleep patterns and the changes or concerns made (if any).

Maintaining A Journal For Child's Nap/Sleep Time

All the High Five Child Care Agency's provider are required to maintain a 'Nap/Sleep Journal' of each child on daily basis by adding information regarding:

- Pattern and/or reoccurrence of nap(s)
- Caliber of nap(s)
- Duration of nap(s)
- Times of inspections done when the child(ren) were sleeping
- Any noticed changes or concerns regarding sleep or nap pattern (and should be informed to parent/guardian about the details)

Parents/guardian can also ask for their child's nap/sleep time log.

Toileting

For the children who are not yet toilet trained, parents are required to supply diapers and bring in extra cloth to support toilet readiness.

Quality System Framework:

Foundational Principles of Halton Region's Quality Systems Framework

Respect for Children as Capable and Competent Learners: Offer a rich environment with age-appropriate toys, materials, and activities that encourage exploration. Create a safe and supportive space where children feel confident to express themselves.

Inclusive and Welcoming Environment: Ensure our daycare program is inclusive, providing care for children with diverse needs (including children with disabilities,

cultural differences, and varied socio-economic backgrounds). This might include accessible toys, materials, or activities, as well as ensuring communication with parents to address any specific needs or concerns.

Building Strong Relationships with Families:

Regularly communicate with parents about their child's development, daily routines, and any concerns. We provide regular updates through newsletters, emails, or parent-teacher meetings, and create a welcoming space for parents to engage with the daycare program.

Operational Practices

Health, Safety, and Well-being: Following all local regulations regarding sanitation, health standards, and safety protocols (e.g., food safety, hand washing, fire drills, and safe sleeping practices). Maintaining a clean and organized environment, with age-appropriate safety measures in place (e.g., childproofing, secure exits, safe play areas).

Clear Policies and Procedures:

In our parent handbook we outlined policies on behavior, fees, sick days, attendance, and other relevant information. This ensures parents understand the program's expectations, and it helps maintain consistent practices.

Staff Qualifications and Professional Development:

Ensure that we have the necessary early childhood education (ECE) qualifications, certifications (such as CPR/First Aid), and ongoing professional development. This includes

attending local workshops or training sessions to stay up-to-date with best practices in early childhood education.

Administrative Systems:

Maintain accurate records of attendance, medical forms, emergency contacts, and any other regulatory requirements

Pedagogical Practices

Play-Based Learning: Program is designed around play-based learning, where children's natural curiosity drives their learning through exploration, creativity, and interaction. Provide a mix of structured activities (e.g., art, storytime) and unstructured playtime where children can develop skills through hands-on experiences.

Intentional Teaching and Learning:

Be proactive in observing each child's needs, interests, and developmental stage. Based on observations, plan activities and offer opportunities for children to expand their learning in meaningful ways. For example, incorporate science experiments, music, or literacy activities that challenge their thinking and creativity.

Supporting Social-Emotional Development:

Create opportunities for children to work together in group settings and engage in cooperative games. Help children navigate social situations, such as sharing and conflict resolution, through positive reinforcement and guidance. Encourage respectful communication and help children manage their emotions.

Reflective Practice:

Regularly reflect on the teaching strategies and the learning environment. Consider what is working well and where improvements can be made, both for individual children and for the group as a whole. Engage in ongoing professional development and discussion with home visitor to reflect on practices and improve outcomes.

Environment as the "Third Teacher":

Set up the daycare space in a way that is inviting, stimulating, and conducive to learning. For example, use natural materials, varied textures, and open-ended toys that encourage exploration. Ensure that the environment allows for both quiet moments (e.g., reading corner) and active play (e.g., outdoor play area).

By aligning our home daycare program with the Halton Region's Quality Systems Framework, we are not only meet local regulatory standards but also create a nurturing and enriching environment that supports the growth and development of children in a thoughtful, organized, and reflective way. This approach ensures that families receive high-quality care and that our program stands out as a strong, professional, and reliable childcare provider.

Culture Reflection:

Our home daycare agency is committed to providing an inclusive and culturally respectful environment for all children, including Indigenous and Francophone families. We celebrate and integrate Indigenous cultures, traditions, and languages in our

curriculum, ensuring that Indigenous children feel connected to their heritage and that all children gain a respectful understanding of Indigenous ways of knowing. For Francophone families, we offer bilingual support and resources in French, promoting the importance of linguistic diversity and fostering French language development. We prioritize cultural competency and inclusivity in all aspects of our program, ensuring that each child's unique cultural identity is honored, and we work collaboratively with families to ensure their needs are met, creating a safe, welcoming, and equitable environment for all.

Individualized Plan: A written plan that sets out how the licensee will support a child with an anaphylactic allergy or a child with special needs that is developed in consultation with parents and other professionals.

Special Needs:

To enhance the inclusion of children with special needs, our agency can provide a range of age-appropriate services tailored to support their development and integration into daycare activities. These services could include individualized care plans that are specifically designed for each child's developmental needs, including working closely with families and specialists to create a personalized approach. We would offer sensory-friendly spaces with calming materials, soft lighting, and quiet areas to support children who may become overwhelmed.

Specialized staff training in early childhood development and inclusive practices would ensure caregivers are equipped with the skills to support children with different needs. Additionally, we can provide adaptive learning tools, such as visual schedules, sensory toys, to help children engage with their environment. One-on-one support from trained aides or support workers could be implemented for children who need extra attention, while play-based therapy techniques can be integrated to support social, emotional, and cognitive development. Flexible routines would also be established to accommodate the individual needs of children, ensuring they are included in all activities while being given the time and space to thrive. Finally, fostering strong communication with families ensures that we are meeting each child's needs and making necessary adjustments to help them feel included and supported. We have signed the MOU for inclusion to support special needs kids

Behavior Management Policy

High Five Child Care Agency has developed Behavior Management Policy so that requirements under the Child Care and Yearly Years Act 2014 are materialized by the home child care providers in the best possible ways.

One of the main priority of High Five Child Care agency is the emotional and physical well-being of the children in care. An ideal policy yields results only when it is acted

upon by all the stakeholders which in this case are the agency, the provider, the parents and the children. It is desired that the children at child care home display good manner and etiquette must know how to interaction with others keeping self-regulation, self-confidence and sensitivity.

Prohibited Practices

Following practices are not permitted at High Five Child Care as per Ontario's the Child Care and Early Years Act, 2014:

- a) Corporal punishment including but not limited to hitting, spanking, slapping, pinching of the child
- b) Physical restraining of the child for the purpose of punishment or discipline such as confounding the child to a chair, stroller or other devices. It is permitted only in exceptional cases as a last resort for the purpose of preventing a child from hurting himself / herself, subject to the condition that the risk of imminent injury is minimized.
- c) Confining or locking the child in the home child care premises without adult supervision, except during a state of emergency or serious occurrence
- d) Using derogatory language with the child or in his presence, shouting, threatening or other degrading measures that would frighten the damage child confidence, self-respect.

- e) Depriving the child of basic needs like food, drink, sleep, toilet use, bedding, etc.
- f) Imposition of one's will, personal liking / disliking upon the children.

Inflicting any bodily harm on children including making children eat or drink against their will

Prompt Reporting Of Serious Occurrences

Under the Family and Social Services Act, child care providers are required to report any 'serious occurrences' to their respective representative of High Five Child Care agency within 24 hours. Parents are also notified immediately about any incidents requiring first aid. Immediate medical assessment is called in case of incident involving loss of consciousness, choking or CPR.

Supervision Of Students And Volunteer: Procedure And Responsibilities

In order to effective supervision of students and volunteer, following procedure is adopted by High Five Child Care Agency:

- Before starting of education placement or volunteering by students and volunteer, all policies, strategies and plans are reviewed with the students as well as volunteer twice a year to ensure effective implementation of program. In case of any change in the policies or plans the same will be immediately discussed

with the students and volunteer.

- Introductory meeting is arranged between the parents / guardians and students /volunteers.
- Training is imparted to students and volunteer on each child individual plan.
- Record of Vulnerable Sector Check (VSC) and Annual Offence Declaration for all students and volunteer is kept as required by the Child Care Centre's criminal reference check policy and Ontario Regulation 137/15.
- The students and volunteers are supervised by a home child care provider at all times and not being permitted to be alone with any child
- Students and volunteers are directed to report any suspected child abuse or neglect as per the child and Family Services Act.

Parent Issues And Concerns Policies And Procedures

High Five Child Care agency had developed a policy to deal with parent issues and concern as per Ministry's requirement.

PURPOSE

The intention of the policy is to provide parents with a clear and transparent procedure to follow when they have an issue or concern they wish to have addressed by High Five Child Care agency.

POLICY

High Five Child Care has developed written policies and procedures to address parents' concerns. It is ensured that the policies and procedures are implemented by home child care providers, volunteers and students, persons who are ordinarily residents of the premises or regularly at the premises, home child care visitors and employees of the home child care agency.

WHOM TO REPORT ISSUES / CONCERNS

The policy provides parents with direction on who will be contacted in various situations:

- If the concern or issue is directly related to a provider, it is to be addressed directly with the provider or home visitor).
- If the concern is regarding a provider or an individual who is ordinarily a resident of the premises or regularly at the premises it is to be addressed with the home visitor).
- If the concern is regarding the home visitor it is to be addressed with the licensee or board of directors).
- If the concern is related to an allegation of abuse, Children's Aid Society is to be contacted.

RESPONSE TO PARENT

When an issue or concern is brought forward by a parent they will be initially responded within 24 hours to acknowledge receipt of the issue/concern.

CONFIDENTIALITY

When a complaint is lodged or an issue or concern is brought forward by parents, every possible step is taken to maintain its confidentiality. Under no circumstances name of parents / guardians, children, home child care providers, residents of home child care premises, staff, student and volunteers shall be disclosed except when required to be disclosed to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society for legal reasons.

ZERO TOLERANCE POLICY FOR CHILD ABUSE

At High Five Child Care zero tolerance policy is maintained against child abuse, harassment and discrimination.

REPORTING OF SUSPECTED ABUSE

- Every person who interacts with the children is required to report suspected cases of child abuse or neglect to the concern authorities.
- Parent / guardian having concerns that a child is being abused or neglected, are advised to immediately contact the local Children's Aid Society directly.
- As per Duty to Report under the Child and Family Service Act, the persons who have

knowledge of such concerns are bound to report the information to Children's Aid Society.

NATURE OF ISSUE AND PROCEDURE TO REPORT

There has been detailed procedure mentioned in the written policy of High Five Child Care guiding the parents to take appropriate steps for reporting various issues or concerns, briefly explained as under:

A) PROGRAMME

RELATED ISSUES / CONCERN

- Issues / concern relating to program i.e. indoor/outdoor activities, policies, etc. be reported to the home child care provider or the home visitor supervisor directly.

B) GENERAL ISSUES / CONCERN

- Issues / concern of general nature relating to operation or administration like placement of child, payment of fee, etc. be raised to the home visitor or the supervisor directly.

C) PROVIDER OR STAFF RELATED ISSUES

- Issues relating to conduct of provider, home visitor, staff, etc. be raised to the individual or the supervisor directly.
- Issues concerning the conduct of the provider or staff that may put a child's

health, safety and well-being at risk should immediately be reported to High Five Child Care agency's head office directly

D) ISSUES RELATED TO OTHER PERSONS AT HOME PREMISES

- Issues relating to conduct of other persons / residents at home premises be raised to the home child care provider, visitor or the supervisor directly.
- Issues concerning the conduct of the other persons that may put a child's health, safety and well-being at risk should immediately be reported to High Five Child Care agency's head office directly.

E) STUDENT / VOLUNTEER RELATED ISSUES

- Student/volunteer related issues / concerns be raised to the home child care provider, visitor or the supervisor directly.
- Issues concerning the conduct of the other persons that may put a child's health, safety and well-being at risk should immediately be reported to High Five Child Care agency's head office directly

STEPS TO BE TAKEN TO RESOLVE THE ISSUES / CONCERN

Home child care provider, staff, visitor, supervisor or the concerned person to whom any issue or concern is reported by the parent shall take following steps immediately:

- Address the issue / concern immediately, if possible.
- Arrange for a meeting with the parent within 2 days.
- Document the issue / concern in details including the date and time of receipt of the issue / concern, name, address and contact number of the person who raised the issue, nature of the issue, steps taken to resolve the issue
- If the notified person is unable to address the issue, contact number of the appropriate person be provided to the complainant
- Make sure that the process / investigation of the issue is completed within a specific period so fixed depending upon the nature of issue / concern.
- Outcome of the steps taken to resolve the issue / concern be intimated to the parents as well as to High Five Child Care head office.

INTEREST ABOUT THE ACCUSED ABUSATION/NEGLECTION OF A CHILD

The person or the parent of a child who has reasonable justification to accuse that a child has gone through (or can be) physical/emotional

suffering or sexual harassment/abuse imposed by any person, will include these concerns and then report the impression directly to Children's Aid Society (CAS).

RESPONSE TO A SERIOUS OCCURRENCE

Following procedure has been laid down by High Five Child Care to respond to all serious occurrences.

STEPS REQUIRED BY THE CHILD CARE HOME PROVIDER

1. Instantaneous

- Call for assistance from other persons at the premises
- First aid be provided, if required, according to Standard First Aid and CPR training
- Emergency services be called and directions provided by emergency services personnel be followed.
- Remove all other children from the scene
- Notify High Five Child Care agency

2. Follow up

- Directions provided by third party authorities i.e. police, public health, Children Aid Society, etc.
- Children be supervised all the times.

3. At the Earliest

- Incident be recorded in:
 - a) The daily report
 - b) The child's medical record, if warranted,
 - c) The Incident Report
 - d) Copy of the report be provided to the parents.

4. Summary be displayed at the premises

Summary of the serious occurrence and action taken by the home child care provider be displaced at a prominent placed visible and accessible to parents.

STEPS REQUIRED BY THE CHILD CARE AGENCY

1. Instantaneous

- Child care visitor be send to the promises for assistance and support to the provider
- Assistance be provided to the persons present at the premises including children, students, volunteers
- Emergency services be called and directions provided by emergency services personnel be followed.

2. Within 24 hours of intimation of the incident

Incident be reported to the Ministry of Education providing pertinent information including description of the incident, date, time and place of occurrence, parties notified, action taken and outcome and current status of the incident and the children.

3. Reporting of incident through Child Care Licensing System (CCLS)

Serious occurrence be reported in Ministry of Education's online Child Care Licensing System (CCLS)

4. Summary of serious occurrence be provided to provider

Summary of the serious occurrence be provided to the home child care provider for posting at the premises.

5. Follow up

- Directions provided by third party authorities i.e. police, public health, Children Aid Society, etc.
- An internal review of the occurrence be conducted with the home child care provider, students and volunteers to reduce the probability of repeat occurrence.
- Support be provided to the children, parents, home child care provider, students and volunteers, if needed.
- Program statement, policies and procedures be reviewed setting out prohibited practices and expectation of promoting the safety, health and well-being of the children.

MONITORING OF COMPLIANCE AND CONTRAVENTIONS BY THE AGENCY

To avoid any consequential damage arising from the advertent / inadvertent violation of prescribed rules / regulations, High Five Child Care Agency has made it mandatory to monitor home child care provider, student, volunteer and other persons present at the premises to assess whether or not policies, procedures and individualized plans are being implemented.

MAINTENANCE OF RECORD

CHILDREN'S RECORD

As per Child Care and Early Year Act, 2014, up-to-date records in respect of each child receiving child care at a child care center or at a premises where it oversees the provision of home child care for inspection by an inspector or program advisor at all times. Children's record must consist of:

1. An application for enrolment signed by a parent of the child.
2. Name, date of birth and home address of the child.
3. Names, home addresses and telephone numbers of the parents of the child.
4. Address and telephone number at which a parent of the child or other person can be reached in case of an emergency during the hours when the child receives child care.
5. The names of persons to whom the child may be released.
6. Date of admission of the child.
7. The date of discharge of the child.
8. The child's previous history of communicable diseases, conditions requiring medical attention.
9. Any symptoms indicative of ill health.
10. A copy of any individualized plan.
11. Written instructions signed by a parent of the child for any medical treatment or drug or medication that is to be administered during the hours the child receives child care.
12. Written instructions signed by a parent of the child concerning any special requirements in respect of diet, rest or physical activity.

Program Statement

High Five Day Care based in Ontario functions under the Ministry of Education and is striving to offer child care in the best promising environment suitable to families, parents and their children through a flexible Program Statement.

Execution of Program Statement

The Program Statement has been developed within the parameters set by the Ministry and is in consistency with the framework envisaged in Ministry's How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH). All the stakeholders i.e. parents, families, children are taken onboard while setting up certain goals to be achieved through the Program Statement. These goals are achieved through active participation of not only the home child care provider but also the parents and the families.

The main object of the program is to yield maximum positive results for children's learning, development, health and well-being by active interaction with plans tailored to children physical and mental activities. The program statement caters each and every child's personal ability and potential. To ensure updating of the program in align with Ministry's policies, the program is reviewed annually.

Keeping in mind the importance of the program statement, High Five Child

Care provider gives special attention to the feedback of the parents with regard to the achieving the set goals through implementation of the program statement in letter and spirit.

High Five Child Care Agency's Program Goals & Approaches

Goal: a) To promote the health, safety, nutrition and well-being of the children:

Approaches:

- All children enrolled in our program have a record of immunization and health history on file before admission and are required to be updated annually.
- Site safety in the provider's home is conducted initially before the provider starts child care in their home and then quarterly to ensure safety of the home.
- Children are provided nutritious meals as per Canada's Food Guide, Canada's Food Guide-First Nations, Nutrition for Healthy Term Infants Guide.
- All provider's home are smoke free at all the time irrespective of the presence of children.
- Strict sanitary practices are adhered to by all homes.

b) To support positive and responsive interactions among the children, parents, child care providers and staff:

Approaches:

- High Five Child Care Agency's providers focus on the needs of each child in care in consultation with parents to learn about the

child's liking, disliking, sleep preferences, food choice, etc. so that the child has a sense of belonging.

- Children are encouraged to interact in a positive manner with the provider, children and parents.
- Provider actively listen to the children where there is a problem and encourages cooperative play.

c) To encourage the children to interact and communicate in a positive way and support their ability to self-regulate:

Approaches:

- Providers role model the use of positive language and behavior at all times.
- Children are encouraged to take reasonable risk and test their limit through active play and interaction.
- Children self regulation is fostered and supported through positive adult child interaction with their providers.

d) To foster children's exploration, play and inquiry:

Approaches:

- The children are provided with opportunities to explore and make choices in a safe and sound environment.
- Open ended materials are provided to the children to engage them in meaningful play experience.
- Our program caters for each stage of development as the child moves through

various stage according to their ability.

e) To plan for and create positive learning environments:

Approaches:

- Providers have the resource of High Five Child Care Program to support the development of activities for indoor and outdoor child-initiated / adult-supported learning.

f) To incorporate indoor and outdoor play as well as rest and quiet time:

Approaches:

- Through daily observations and interactions, the provider plan indoor and outdoor activities based on the children interests and the development of each child in the care.
- Daily 2 hours outdoor play is allowed to all children (infant, toddler, preschool, JK/SK, and school age) receiving care for 6 or more hours a day.
- Children may sleep, rest or engage in quiet activities based on their individual needs.
- Parents are consulted in respect of their child's sleep arrangements.

g)To communicate with parents about the program and their children:

Approaches:

- At the time of enrolment of the child, a meeting is arranged between the provider and the parent to learn in details about the program.

- Parents are always welcome to contact the Agency with their questions and concerns about their children, program or provider.

- Parents are updated regularly about any change in the program and the progress of their children through emails, phone calls.

h) To involve local community partners"

Approaches:

- Children are often taken for walks in the neighbourhood including libraries, supermarkets and parts.
- Families are supported by working with Resource teachers and interventionists from the local neighbourhood.

i) To support staff, home child care providers in relation to professional learning:

Approaches:

- The staff, providers and others who interact with the children at home child care premises are encouraged to enhance their skills to ensure quality early learning experiences for children by:

a. participate in professional learning coordinated by licensed home child care agencies, municipality or other early years programs in the community.

- b. connecting with community by participating in its programs and accessing its resources (e.g., visiting and using local libraries, recreation centres, parks, and family support programs)

k) To review the impact of the program statement:

Approaches:

- Valued feedback is requested from the parents on the program statement to assess the effectiveness of the program.
- The program statement is reviewed annually (or as and when some changes are required immediately) and any change to communicated to the parents immediately.
- A record of all the feedback from the parents, visitors, providers, staff be documented to have a clear picture whether the program statement is being implemented strictly and effectively and what is the impact of the program statement in achieving the desired goals.

Safe Arrival & Dismissal Policy:

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what

steps are to be taken when a child does not arrive at the daycare as expected, as well as steps to follow to ensure the safe dismissal of children.

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.

Policy

General

High5 Daycare's provider will ensure that any child receiving childcare at the home daycare is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to in the 'Release Form.'

She will only dismiss children into the care of their parent/guardian or another authorized individual. She will not release any children from care without supervision.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

Child can only be released to parents/guardians or authorized individual indicated in Release Form / Emergency Form

Procedures:

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on ["Release Information" Form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the daycare and the parent/guardian has not communicated a change in drop-off, the provider must: contact the child's parent/guardian either by calling, texting at least 3 times and leave message within 1 hour of scheduled drop off time. If there is still no response , then provider should contact another number provided in the Enrollment Form. In the end, leave the email about the absence to the parents. If the provider still does not receive any response, they must contact the Director who will then contact the parent/guardian of the child

to confirm about the absence.

2. Once the child's absence has been confirmed, program staff 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

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to in "Release Form."

Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), 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 or Release Information Form.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up Provider shall contact the parent/guardian by phone, and/or text message and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the

parent/guardian, staff must [call again. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the Emergency Contact provided by parents in the Emergency Form . If they are also not reachable then contact Director and inform her.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6.00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. The provider should call the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall, Contact the authorized individual and advise that the child is still in care and inquire about their pick-up time.
3. if the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child within 1 hour of the scheduled pickup time, the staff shall contact the Home Visitor and/or Director for the next step.

4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) [(905) 333 4441. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone or to any individual who are not authorised by parent/ guardian in writing / in Release Form.

GLOSSARY

Child: A person who is younger than 13 years old.

Child Care: For the purposes of the CCEYA, child care is defined as the provision of temporary care for or supervision of children in any circumstance other than in exempt circumstances for a period of less than 24 hours.

Child Care and Early Years Act, 2014 (the CCEYA): The legislation that regulates child care in Ontario.

Home Child Care Provider: The person in charge of the children in a premises where home child care is provided.

Home Child Care Visitor:

An employee of the home child care agency who will provide support at and monitor each premises and will be responsible to the licensee.

Individualized Plan: A written plan that sets out how the licensee will support a child with an anaphylactic allergy or a child with special needs that is developed in consultation with parents and other professionals.

Inspector: An employee of the Ministry appointed by the Minister. Inspector's powers and duties include the ability to enter and inspect a child care center, a premise where home child care is provided, and a premise where a home child care agency is located; and examine records. Program advisors and enforcement staff have been appointed as inspectors.

License: A document issued by the Ministry of Education to a licensee providing the authority to operate a specific child care program. A license can be regular or provisional and may have conditions.

Licensee: An individual, corporation, or First Nation who holds a license issued under the Child Care and Early Years Act, 2014. Ordinarily a Resident of the Premises: Individuals who use the premises as a primary residence for at least some period during the year (e.g., the provider's spouse, adult children, adult dependents, etc.).

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will only be referred to as "parent" in this Manual). Premises: a building, together with its land (for example, the backyard) where the home child care provider primarily resides. The licensee or designate is expected to visit the premises to verify compliance with the CCEYA and O. Reg. 137/15.

Program Advisor: An employee of the Ministry of Education who is authorized under the CCEYA to inspect licensed child care programs. Program advisors support licensees and applicants to achieve and maintain compliance with licensing requirements and respond to complaints and serious occurrences reported about and by child care programs. Program advisors have been appointed as inspectors under the Act.

Regularly at the Premises:

An individual who is present at the premises during hours in which care is provided often enough that children in care are able to recognize the individual. This would include persons who are present frequently during a short period of time (e.g., visiting family members) or repeatedly (e.g., the provider's friend who visits the premises once a week, or a neighbor who visits the premises every other month to provide tutoring to the providers own child).

Relative: With respect to a child, a person who is the child's parent, sibling, grandparent, great-uncle, great-aunt, uncle, aunt, cousin, whether by blood, through a spousal relationship or through adoption.

Resource Teacher: A person who supports program staff/home child care providers and parents in working with children with special needs who attend licensed child care.