



# High5 Daycare

licensed childcare agency



## PARENT HANDBOOK

Your Guide to Our Programs, Policies & Practices



**NURTURING**  
every child



**SUPPORTING**  
every family



**BUILDING**  
brighter futures



*Learn, Grow, Thrive*  
TOGETHER WE MAKE A DIFFERENCE



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## **About High5**

### **Philosophy**

At High5 Licensed Home Daycare Agency, we believe that every child is unique, capable, and deserving of a safe, nurturing, and inclusive environment where they can learn, grow, and thrive. We are committed to supporting children's social, emotional, physical, cognitive, and creative development through play-based learning and meaningful relationships.

We value collaboration with families and recognize parents/guardians as children's first teachers. By working together, we create a strong foundation that promotes children's well-being, confidence, independence, and lifelong love of learning.

Our program respects diversity, encourages inclusion, and fosters a sense of belonging where every child and family feels welcomed, valued, and supported.

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### **Mission Statement**

The mission of High5 Licensed Home Daycare Agency is to provide high-quality, safe, and nurturing home child care that supports the healthy development and well-being of every child. We strive to create caring and inclusive environments that encourage learning through play, exploration, and positive interactions while building strong partnerships with families and the community.

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### **Vision Statement**

Our vision is to be a trusted leader in licensed home child care by inspiring children to reach their full potential in a warm, inclusive, and supportive environment. We envision a future where every child feels safe, respected, confident, and empowered to become a lifelong learner and contributing member of the community.

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### **Goals**

- To provide a safe, healthy, and stimulating environment for all children.
  - To support children's emotional, social, physical, cognitive, and language development through play-based learning.
  - To foster independence, confidence, creativity, and problem-solving skills.
  - To promote positive relationships among children, families, caregivers, and the community.
  - To respect and celebrate diversity, inclusion, and individual differences.
  - To maintain open and respectful communication with parents/guardians.
  - To encourage healthy routines, including nutrition, rest, physical activity, and emotional well-being.
  - To ensure continuous professional growth and high standards of care among all providers and staff.
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## **HIGH5 & CWELCC**

### **INTRODUCTION**

High5 Child Care Agency, based in Ontario, licensed under the **Child Care and Early Years Act, 2014 (CCEYA)** operates under the Ministry of Education and strives to provide child care in a safe, nurturing, and high-quality environment that supports families, parents, and their children through a flexible Program Statement.

High5 Child Care Agency is enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) program and operates within Halton Region.

Under the current cost-based structure, child care fees are reduced and capped at \$22 per day (maximum), or the approved base fee, whichever is lower, in accordance with CWELCC guidelines. This program applies to children 0- under 6 years of age. Parents/guardians are encouraged to visit any High5 Child Care home during program hours to gain first-hand knowledge of the quality of care and education provided by the Agency.

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### **CHILD CARE SUBSIDY**

High5 Child Care Agency welcomes families eligible for child care subsidy in Halton Region. For more information, please contact Halton Region at 311 or visit Halton.ca.

Our agency supports low-income families under the CWELCC program (non-subsidized) by offering flexible and affordable fee arrangements based on income, ensuring that child care is accessible for families with financial constraints. We also provide information about community resources and government assistance programs, including subsidy.

By fostering open communication with families, we work collaboratively to address challenges and ensure equitable access to early childhood education.

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### **HIGH5 Team**

High5 home child care providers bring a wide range of experience, skills, and backgrounds to their programs. Some providers are ECAs, while others have experience in licensed child care centers or many years of operating home child care programs. Many providers also have additional knowledge in areas such as music, nutrition, mindfulness, language development, and creative learning experiences.

High5 providers are united by their commitment to creating safe, nurturing, and engaging environments that support children's growth and development in the early years. Some providers may also offer multilingual environments to support families interested in early language exposure.

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### **Provider Qualifications**

All High5 child care providers are required to maintain the following:

- A current Criminal Record and Vulnerable Sector Check
- Valid Standard First Aid and CPR-C certification
- Medical clearance documentation
- Ongoing professional development and training through High5 and/or community programs

In addition, all adults living in a High5 child care home must also complete a Criminal Record and Vulnerable Sector Check, provide medical clearance, and review High5 policies and procedures.

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### **HOME VISITOR**

Home Visitors appointed by High5 Child Care Agency are responsible for overseeing licensed home child care programs through unannounced visits conducted on a monthly or bi-monthly basis.

Home Visitors inspect equipment, safety requirements, and program environments.

*purposes:*

- to observe and visit with the children;
  - to ensure all regulations and policies are being followed (including safety);
  - to monitor the Provider's overall performance;
  - to ensure that the children are receiving an age-appropriate program of activities and nutritious meals;
  - to offer help and advice in all areas of childcare (programming ideas, guidance techniques, etc.)
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### **PROGRAMS OFFERED**

The programs offered by High5 Child Care Agency include early learning and child care programs, before and after school programs, summer, March Break, and winter break programs and the supervision of licensed home child care programs.

These programs are designed for infants, toddlers, and preschool-aged children.

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### **WORKING HOURS**

Hours also vary by Provider within an agency – as independent contractors, Providers determine their hours of operation individually. Our timings are 8am-6pm.

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### **CLOSURE DAYS & HOLIDAY CHARGING**

Closure limits apply per provider in accordance with Ministry guidelines. There are nine statutory paid holidays each year: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas Day, and Boxing Day.

Easter Monday and Civic Holiday are not recognized as statutory holidays.

In addition, paid holidays may include Eid-ul-Fitr, Eid-ul-Adha /Diwali (respectively)

There shall be:

- No more than two consecutive weeks of closure, and
- No more than 20 paid closure days per calendar year (including statutory and additional holidays)

Parents may be charged for a maximum of 20 paid closure days per calendar year, in accordance with CWELCC program rules, including STAT and cultural holidays mentioned above

When the provider is absent, fees may still apply within the allowable closure limits and we can't guarantee backup availability during those days. There is a high chance that we won't be having backup spots available .

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## **FEES & PAYMENT POLICY**

### **Base Fees**

- Standard charges under CWELCC are capped at \$22 per day for eligible children under 6 years of age.
- A refundable deposit equivalent to four (4) weeks of fees is required at the time of enrollment to secure the child's space. This deposit will be applied toward the final fees when proper notice of withdrawal is provided.
- Two weeks' fees are required starting from the child's enrollment date. , based on \$22 per day

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### **Non-Base Fees – NSF Charges**

- Since payments are processed through automatic payment collection, if a payment is declined due to insufficient funds or any other reason, applicable bank charges (NSF) will be the responsibility of the parent. Payment deductions are made on the 12th and 25th of each month in advance. Enrollment is accepted only through Pre-Authorized Debit (PAD).
- Family events are ticketed events and take place outside of regular working hours
- Optional enrichment programs outside regular care hours
- Field trips
- Late Pickup Fees . \$5 on every 30 minutes. Late fees will be charged after the scheduled pickup time

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### **Termination Fees**

Four (4) weeks' written notice is required at the time of termination. By signing the contract agreement, parents agree to provide this notice before terminating care.

Termination may also occur due to policy non-compliance, safety concerns, or operational reasons by the provider or agency anytime. Deposit will be refunded after prorating the days

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## **RECEIPTS**

High5 issues receipts by mid of every next month

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## **REFUND POLICY**

- Refunds will be issued in cases of overpayment, subsidy adjustments, or CWELCC fee reductions, and when proper notice of withdrawal has been provided along with advance payment.
  - Refunds will not be provided for absences, including vacations or illness, as fees are used to maintain the child's reserved space in the program. or when the required notice of withdrawal is not given.
  - Refunds will not be processed if four weeks' written notice is not provided
-

## **PICK-UP AND DROP-OFF POLICY**

To ensure the safety of each child, High5 Child Care Agency requires written authorization from parents at the time of enrollment identifying individuals permitted to pick up the child.

Authorized individuals must provide valid identification before the child is released. Parents are required to notify the agency in writing of any changes or alternative pick-up arrangements.

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## **Part-Time Enrollment**

Part-time families are required to follow a pre-arranged schedule with set days or advance notice of attendance. Payment is required for all booked days, including absences, sick days, and statutory holidays. Missed days cannot be exchanged for alternate days.

Additional days of care are subject to availability and will be billed at the applicable rate. Families requiring extra care days should contact the High5 office.

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## **ADMISSION POLICY**

Prospective parents who intend to use the services of High5 Child Care Agency are required to complete and apply form containing all necessary details for maintaining records.

After reviewing the application and enrollment documents, a meeting is arranged between the provider, the parents, and the child. Families are encouraged to visit the premises and review the available facilities.

If the services of the Agency do not meet the needs of the family or the child, the Agency will assist in finding a suitable alternative solution depending on the capacity.

Once a spot is confirmed, parents are required to pay a four-week deposit and two weeks' fees in advance, starting from the enrollment date.

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## **WAITLIST POLICY**

High5 Child Care Agency strictly adheres to the capacity limits set under the Child Care and Early Years Act (CCEYA). Priority is given to siblings of children already enrolled in the program.

Children are prioritized based on availability and the chronological order in which they are placed on the waiting list. A child may remain on the waitlist until space becomes available within the program. Placement on the waitlist does not guarantee admission.

When a space becomes available, the Agency's Program Supervisor or Placement Consultant will contact the parents.

Our waitlist includes children with special needs and families from diverse backgrounds, including low-income families.

High5 Child Care Agency does not charge any deposit for placing a child on the waitlist. An enrollment fee is charged only once a child has been offered and accepted a spot in a home child care setting.

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## **CONFIDENTIALITY**

The waiting list is maintained in a manner that protects the privacy and confidentiality of all children and families.

Parents may request their child's position on the waiting list; however, the names or details of other children and families will not be shared.

High5 Child Care Agency respects the privacy and confidentiality of all children and families.

Personal information and child records are collected, stored, and shared only as required for program operations, safety, and legal compliance in accordance with applicable privacy legislation and CCEYA requirements.

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## **PROCEDURE**

When a space becomes available, the family at the top of the waitlist will be contacted.

Once a placement is offered, parents are required to confirm their acceptance within 48 hours.

Upon acceptance, parents will be required to pay the applicable deposit along with the program fees.

If the placement is not accepted within the given time frame, the next family on the waitlist will be contacted.

Siblings of currently enrolled children are given priority for placement.

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## **WITHDRAWAL / DISCHARGE POLICY**

A one-month written notice is required from parents who wish to withdraw their child from the program.

In the event that proper notice is not provided, full program fees of 4 weeks will be charged, which are collected at the time of enrollment.

If a child is withdrawn temporarily or parents wish to re-enroll the child, the child will be placed on the waitlist and admission will depend on the availability of space.

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## **What Should My Child Bring to Care?**

Families are encouraged to speak with their child care provider regarding any additional items needed for care. At minimum, each child should arrive with:

- A change of clothes suitable for the day's weather
- Diapers, if required
- Labelled wipes
- Labelled diaper cream
- Sunscreen
- Indoor/outdoor shoes
- Weather-appropriate outdoor clothing, such as:
  - Jackets or coats
  - Hats for sun or winter weather
  - Snow pants or splash pants
  - Rain boots or winter boots

- Mittens, scarves, and other seasonal items

Please ensure children are dressed appropriately for outdoor play each day. Children may be unable to attend care if proper weather-related clothing is not provided, as daily outdoor time is an important part of the program.

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### **Daily Records**

Child care providers maintain daily records to support each child's health, safety, and well-being. Records may include:

- Arrival and departure times
  - Daily menus and foods served
  - Nap and rest times, including visual safety checks
  - Wellness, health, and safety observations
  - Accident or incident reports
  - Additional information available upon request
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### **ACTIVITIES OFF THE PREMISES**

High5 Child Care Agency strongly encourages community outings as part of its program philosophy. For any off-premises activities, parents will be notified in advance regarding the date, time, and destination. Parents are required to sign a permission form prior to participation.

High5 does celebrate different occasions such as Family Day, Mother's Day, Father's Day, Halloween, and other special events where all families are welcome to join by paying event-related ticket fees only. Providers also participate in these events to build stronger connections with parents and families. These events take place outside of regular working hours and are require a minimal event participation fee.

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### **Emergency Management Policy**

High5 Child Care Agency is committed to ensuring the safety and well-being of all children in the event of an emergency. In accordance with the Child Care and Early Years Act (CCEYA), emergency procedures are in place for situations including fire evacuation, lockdowns, severe weather, power outages, and natural disasters. Fire drills and emergency practices are conducted regularly to ensure preparedness. In the event of an emergency requiring evacuation, children will be relocated to a designated emergency shelter location, and parents/guardians will be notified as soon as possible through phone, text, or email communication. Parents are required to maintain up-to-date emergency contact information at all times and ensure that authorized emergency contacts are available if parents cannot be reached. High5 Child Care Agency will follow all Ministry and local emergency authority guidelines to maintain the safety and supervision of children during any emergency situation.

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### **INCLEMENT WEATHER POLICY**

Although every effort is made to provide child care services throughout the year, High5 Child Care Agency may close early or remain closed due to inclement or extreme weather conditions, unsafe road conditions, or other emergencies.

In such situations, the Agency or provider will make every effort to contact parents and provide timely updates.

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### **Parent & Provider Relationship**

The relationship between child care providers and families at High5 is intended to remain professional at all times. High5 expects providers to maintain appropriate professional boundaries with parents and guardians. Personal relationships outside of the child care setting, including interactions through social media or participation in personal extracurricular activities, are discouraged as they may affect the professionalism and objectivity of the caregiver-family relationship.

### **VACATION / HOLDING SPOT POLICY**

#### **Purpose**

This policy outlines how fees are handled when a child is absent due to vacation or when families wish to hold their child's space in the program.

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#### **Child Vacation / Absence**

Parents are required to notify the provider or agency in advance of any planned vacation or extended absence.

Child care fees remain payable during all absences, including vacations, in order to maintain the child's enrolled space.

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#### **Holding a Spot**

A child's space is reserved exclusively for the enrolled family.

To hold the space during any absence, full program fees must continue to be paid.

Failure to maintain regular payments may result in the space being offered to another family.

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#### **Extended Absence**

In cases of extended absence (e.g., more than 2–3 weeks), parents must inform the agency in writing.

The agency reserves the right to review continued enrollment if fees are not maintained or communication is not provided.

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#### **Non-Payment During Absence**

If fees are not paid during the child's absence, the agency cannot guarantee the availability of the space upon return.

Re-enrollment may be required and will be subject to availability.

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### **LIABILITY & GENERAL RESPONSIBILITY**

To ensure clarity for all families, the following applies:

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### **Minor Injuries During Normal Play**

While every precaution is taken to provide a safe environment, minor injuries such as bumps, scratches, or bruises may occasionally occur during regular play and daily activities. These are considered a normal part of children's growth and development.

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### **Loss or Damage of Personal Belongings**

Parents are advised not to send valuable or irreplaceable items to the child care setting. The agency and providers are not responsible for any lost, misplaced, or damaged belongings.

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### **Delays Due to Weather or Emergencies**

Unexpected situations such as severe weather or emergencies may cause delays, closures, or schedule changes. The agency will communicate updates as soon as possible and appreciates the cooperation and understanding of families.

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### **NUTRITION POLICY**

Proper health, growth, development, and well-being of children depend on adequate nutrition during early childhood.

At High5 Child Care Agency, children are provided with a balanced diet at scheduled times that meets their daily nutritional requirements.

Weekly Menus are prepared by providers in consultation with parents to ensure a variety of healthy food options are available.

Home Visitors review food preparation practices and menu plans in accordance with Canada's Food Guide, ensuring that children receive a variety of foods from each food group.

Food preparation is monitored to ensure safe and hygienic practices are followed.

Substitute food options are provided when listed items are unavailable.

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### **FOOD POLICY**

Parents may provide food or snacks for their child if necessary; however, all food must be clearly labeled with the child's full name and date.

Food must not be shared or exchanged among children and must be consumed under proper supervision.

Parents are requested not to send food containing allergens into the child care environment.

For children under 1 year of age, parents must provide written instructions regarding food details including milk.

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### **PHOTO / SOCIAL MEDIA CONSENT**

Parents are required to sign a photo consent form at the time of enrollment.

This form provides permission for the agency to take photographs and/or videos of children.

Parents may choose whether images:

- Are shared privately with them, and/or
- Are used on the agency's social media platforms

All photos and videos are used respectfully and in accordance with parental consent.

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## **SPECIAL FEEDING ARRANGEMENTS**

Children with specific dietary needs or allergies are provided with appropriate alternatives in collaboration with parents.

For example, children with milk allergies are provided with suitable substitutes.

When modifications are made, care is taken to ensure that the nutritional needs of all children are met.

Parents must provide written instructions or complete an Individualized Support Plan where required.

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.

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## **OUTDOOR POLICY**

Parents/guardians will be informed when children are taken off the child care premises. High5 providers may visit approved community locations such as parks, trails, and splash pads as outlined in the signed Outdoor Play Plan completed at enrollment. Children may only attend locations listed on the plan and use the agreed-upon method of transportation unless additional parental approval is provided.

Children enrolled in full-day programs will participate in a minimum of two hours of outdoor play daily, weather permitting. Outdoor play may be limited during severe weather conditions such as extreme heat, cold, strong winds, thunder, or lightning. Parents/guardians are responsible for providing suitable outdoor clothing each day.

Children staying in day care for more than 6 hours will be having 2 hours of outdoor time depending on weather conditions etc.

For safety reasons, children in High5 care will not have access to swimming pools or other bodies of water.

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## **HEALTH POLICY**

High5 Child Care Agency requires all child care providers to maintain up-to-date health records, including immunization and vaccination records, for all registered children. These records must be provided by parents and be accessible upon request.

### **IMMUNIZATION**

All children enrolled in a High5 child care home, are required to have current immunization records on file both at the child care home and at the High5 office. Updated immunization documentation must be submitted prior to the child's first day of care.

Parents or guardians who choose not to immunize their child for medical, religious, or personal reasons should contact the High5 office for further guidance. In these situations, the appropriate exemption forms and supporting documentation must be completed and signed by the required authorized parties.

<b>Sign of Illness When Action is Required</b>		<b>Return to Care Guidelines</b>
<b>Fever</b>	Temperature above 37.8°C / 100°F	Child may return after being fever-free for 24 hours without medication.
<b>Diarrhea</b>	Two or more loose stools within a 24-hour period	Child may return 48 hours after the last episode of diarrhea.
<b>Vomiting</b>	Any occurrence of vomiting	Child may return 48 hours after the last episode of vomiting.
<b>Cough / Wheezing</b>	Barking, wheezing, productive, or whooping cough	Child may return once symptoms improve and the illness is confirmed to be non-communicable.
<b>Rash / Open Sores</b>	Unidentified rash, open sores, or skin irritation beyond mild hives	Child may return once the rash has been assessed as non-contagious and there are no open sores.
<b>Runny Nose</b>	Excessive mucus or green/yellow nasal discharge	Child may return when symptoms begin improving or after 48 hours from onset.
<b>Eye Discharge</b>	Pus or coloured drainage from the eyes	Child may return once the condition has been assessed or after 24 hours of antibiotic treatment.
<b>Lethargy</b>	Unusual tiredness, low energy, or decreased participation	Children displaying multiple symptoms and unable to participate in daily activities may be excluded from care until symptoms improve.
<b>Respiratory Symptoms</b>	Rapid or difficult breathing, unusual paleness, red/glossy eyes, poor appetite, unusual behaviour, or stomach discomfort	Exclusion and return to care will depend on symptom severity and medical guidance if required.

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## **SICK POLICY**

If a child has diarrhea, vomiting, a fever of 100°F or higher, or any contagious illness, the child is considered unwell and must remain at home until symptoms have resolved.

If a child becomes ill while in care, parents will be notified immediately and required to pick up the child. Meanwhile the child will remain comfortably separated from other children under supervision until picked up

Fees remain applicable during any absence, including illness.

If a parent believes the illness is not contagious, a doctor's note on official clinic letterhead may be required to confirm that the child is safe to return to daycare.

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## **LICE POLICY**

High5 Child Care Agency is 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 may return only after being free of live lice.

Parents will be notified promptly and provided with information on treatment and prevention.

Confidentiality will be maintained; however, other parents may be informed to check their children.

A clearance letter from a professional service may be required before the child returns. Routine checks and cleaning procedures will be conducted to prevent the spread of lice.

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## **SMOKING PROHIBITION**

In accordance with the Smoke-Free Ontario Act, 2006, smoking is strictly prohibited in all licensed child care settings, including private home child care premises, regardless of the presence of children.

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## **MAINTENANCE OF HYGIENE**

High5 Child Care Agency places strong emphasis on maintaining hygienic conditions to reduce the spread of illness.

Toys and frequently used surfaces are regularly cleaned and disinfected. Since germs can survive on surfaces for extended periods, cleaning is carried out using soap and water followed by proper disinfecting procedures.

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## **Anaphylaxis and Allergy Management Policy**

High5 Child Care Agency is committed to providing a safe environment for children with allergies and anaphylactic conditions in accordance with the Child Care and Early Years Act (CCEYA).

Parents must provide complete allergy information and any required emergency medication, including EpiPens. Allergy information will be posted confidentially where necessary to ensure child safety. Providers take precautions to prevent cross-contamination during food preparation and daily activities. In the event of an allergic reaction, emergency procedures will be followed immediately, including the administration of an EpiPen and contacting emergency services and parents/guardians. Providers and staff are expected to maintain awareness and follow all allergy management and emergency response procedures.

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## **FIRST AID**

Children are susceptible to injuries despite preventative measures. Providers must be prepared to handle emergencies effectively.

All High5 child care providers are required to maintain valid Standard First Aid and CPR-C certification in accordance with CCEYA requirements to ensure they are equipped to respond to emergencies such as choking, poisoning, or other serious incidents.

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## **DRUG AND MEDICATION ADMINISTRATION POLICY AND PROCEDURE**

High5 Child Care Agency has developed a Drug and Medication Administration Policy and Procedure in accordance with Ontario Regulation 137/15.

This policy provides clear instructions for child care providers, staff, students, and volunteers regarding the administration of medication in home child care settings.

All medications must be accompanied by a completed Medication Consent Form signed by the parent or guardian. Child care providers are not permitted to administer any medication without written parental consent.

Prescription medications must be provided in their original container with the child's name clearly displayed on the label. Over-the-counter medications must also be in their original container, with the child's name clearly written on the container by the parent or guardian.

All medication administered will be documented by the child care provider. Medications will be stored safely at all times, out of children's reach, and in appropriate conditions, including refrigeration when required.

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### **ALLERGIES**

Please note that not all High5 child care homes are nut-free environments. Families with allergy concerns are encouraged to speak with their child care provider or contact the High5 office for more information about their specific child care setting. Nuts or nut products will only be offered to children who have previously been introduced to them at home.

High5 providers will make reasonable efforts to accommodate allergies and dietary restrictions. If certain food items cannot be provided, parents or guardians may be required to supply appropriate alternatives for their child. Dietary needs will be discussed during enrollment and reviewed throughout care.

If a child develops a new allergy while enrolled, parents or guardians must notify both the High5 office and the child care provider before the child returns to care. Updated documentation and allergy information must be provided before care can continue.

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### **ANAPHYLAXIS**

For children with known anaphylactic allergies, a completed Anaphylaxis Information Form must be submitted at the time of registration. A copy of this form will be kept in the child care home in an easily accessible location, including the kitchen or refrigerator area, and an additional record will be maintained at the High5 office. Families within the child care home will be informed of the presence of a severe allergy, along with information about the allergen, to help maintain a safe environment for all children.

Child care providers are not permitted to serve foods containing the identified allergen while the child is in care, and families may not send foods containing the allergen into the child care home. If a child develops an anaphylactic allergy after enrollment, parents or guardians must notify the High5 office immediately so that all required documentation and safety plans can be completed before the child returns to care.

With written parental permission, some children may carry their own epinephrine auto-injector (EpiPen). Otherwise, EpiPens will be stored safely out of children's reach but in a location that is

easily accessible in case of emergency. All adults involved in the child's care, including the provider, home visitor, and other relevant individuals, will be trained on the proper use of the medication and emergency response procedures related to the child's allergy.

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### **REST PERIOD**

High5 Child Care Agency believes in maintaining a balanced daily routine that includes both active play and rest.

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### **NAP / SLEEP TIME**

Sleep schedules are developed in consultation with parents/guardians. Sleep arrangements and routines are regularly reviewed to ensure they meet each child's individual needs.

Children under 18 months of age will sleep in a playpen, while children 18 months and older will sleep on cots. Preschoolers also have the option to participate in quiet time/rest on cots.

All children under 1 year of age attending High5 Home Daycare will be placed for sleep in accordance with safe sleep practices.

They will take nap in a position that does not put them at risk of SIDS. Specifically, children shall be placed to rest in a position on their back, without pillows, stuffed animals, or other dangerous items within reach and/or the playpen or crib. As an alternate to blankets, approved sleep-safe sleep sacks may be used. For children under 1 year of age, parents must provide written instructions regarding nap time and must be on hand at the home at all times. The written instructions should include: nap area, what to nap with (bedding), nap timing/length, etc.

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### **SLEEP MONITORING (JOURNAL)**

All providers are required to maintain a daily sleep record for each child, including:

- Duration of sleep in nap log
- Times of supervision checks (after every 30 min , and after every 15 min for under 1 year old)
- Any observed changes or concerns

Parents/guardians may request access to these records at any time.

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### **TOILETING POLICY**

For children who are not yet toilet trained, parents are required to provide diapers and extra clothing.

Providers will support children in developing toileting skills in a respectful and encouraging manner.

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## **QUALITY SYSTEM FRAMEWORK**

### **Foundational Principles**

High5 Child Care Agency follows Halton Region's Quality System Framework, which emphasizes:

- Respect for children as capable and competent learners
  - Providing a safe, supportive, and inclusive environment
  - Building strong relationships with families
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### **Operational Practices**

The program ensures:

- Compliance with health, safety, and sanitation regulations
  - Clear policies and procedures for parents
  - Staff qualifications and ongoing professional development
  - Accurate administrative record-keeping
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### **Pedagogical Practices**

The program supports:

- Play-based learning
  - Intentional teaching strategies
  - Social-emotional development
  - Reflective practice
  - A well-organized and stimulating learning environment
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## **CULTURE & INCLUSION STATEMENT**

High5 Child Care Agency is committed to providing an inclusive and culturally respectful environment for all children, including Indigenous and Francophone families.

We celebrate diversity and incorporate inclusive practices that respect each child's cultural identity.

We work collaboratively with families to ensure a safe, welcoming, and equitable environment for all.

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## **SPECIAL NEEDS & INCLUSION SUPPORT SERVICES**

Our child care program is supported by Halton Inclusion Services and partner organizations. Our MOU is signed with Halton Region on Inclusion services

Professionals such as Resource Consultants, Occupational Therapists, and Speech and Language Pathologists may visit the program to support children's development.

These professionals work collaboratively with educators and families to provide guidance, strategies, and individualized support.

Individualized plans are developed in consultation with parents and specialists to support each child's unique needs and ensure successful participation in the program. Inclusion is a core component of our curriculum; our program is flexible and adaptive to the learning needs the children

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## **Individual Support Plan**

A description of how the Provider will support the child to function and participate while the child is in care

- A description of any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary to achieve care for the child.
  - Instructions relating to the child's use of the supports or aids, or if necessary, the child's use of or interaction with the adapted or modified environment
- 

## **BEHAVIOR MANAGEMENT POLICY**

High5 Child Care Agency promotes a positive and respectful environment that supports children's emotional and physical well-being.

Children are encouraged to develop self-regulation, confidence, and appropriate social behavior through guidance, modeling, and positive reinforcement.

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## **PROHIBITED PRACTICES**

In accordance with the **Child Care and Early Years Act, 2014**, the following practices are strictly prohibited:

- Corporal punishment, including hitting, spanking, slapping, or pinching
- Physical restraint for discipline purposes (except in safety situations)
- Confining or locking a child without supervision
- Use of harsh, degrading, or threatening language
- Deprivation of basic needs such as food, drink, sleep, or toileting
- Inflicting any form of physical harm

It is important for provider to immediately report the home visitor or agency office if parents do ask to use any of the prohibited practice

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## **SERIOUS OCCURRENCE REPORTING**

All serious occurrences must be reported to the agency within 24 hours. It includes:  Death

- Abuse allegations
- Missing child
- Injury requiring medical attention
- Fire/disaster
- Complaint about operational standards

Parents are notified immediately, and appropriate medical attention is provided when required.

Reach out to authorities as per the incident category.

All incidents are documented and reported through the **Child Care Licensing System (CCLS)** within 24 hours

Follow-up actions are taken to prevent recurrence and ensure the safety and well-being of children.

Serious Occurrence notifications will be posted for a minimum of 10 business days in accordance with Ministry of Education requirement

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## SUPERVISION OF STUDENTS AND VOLUNTEERS

Students and volunteers are supervised at all times and are not permitted to be left alone with children. Parents should be informed about the volunteer/ student. Provider needs to get approval for the volunteer / student from the Agency .

All required documentation, including Vulnerable Sector Checks and annual declarations, is maintained in accordance with regulations.

Students and volunteers are oriented to policies and procedures prior to beginning their placement.

### Parent Code of Conduct

We all have the right to a safe environment and to feel secure in our community. High5 sets clear standards of behaviour that apply to all individuals involved in our community including parents or guardians, employees, students, volunteers, and board members.

All members of the High5 community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code. Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents at the time of pickup / drop off, the parking lot, or via electronic mediums such as emails, social media platforms, personal blog sites, etc.

Sending any devices with children or in their belongings to record video or audio of activities is strictly prohibited.

### PARENT ISSUES AND CONCERNS POLICY

High5 Child Care Agency has established procedures to address parent concerns in a clear, transparent, and confidential manner.

Parents are encouraged to communicate concerns, which will be acknowledged within 1-2 business days .

Confidentiality is maintained at all times, **except** where disclosure is required by law.

Nature of Concern	Steps for Parents/Guardians to Report a Concern	Steps High5 Will Take to Respond
<b>Program-Related Concerns</b> <i>(schedules, child's behavior, menus, activities, programming)</i>	Parents/guardians are encouraged to discuss concerns directly with the child care provider first. If the matter is not resolved or requires further support, families may contact the High5 office directly.	<b>Provider:</b> Will discuss the concern with the family, gather information, and work toward a resolution. If additional support is needed, the provider will contact High5 within 24 hours. <b>High5:</b> Will respond within 48 hours, review the concern, document actions taken, and provide an update or resolution to the family verbally or in writing upon request.
<b>Operational Concerns</b> <i>(fees,</i>	<i>or administration should be</i>	High5 staff will review the concern, communicate with the family, and

<i>payments, billing, administration)</i>	directed to the High5 office rather than the provider.	work toward a timely resolution while maintaining proper documentation.
<b>Concerns Regarding Providers, Staff, Household Members, Students, or Volunteers</b> <i>(conduct, supervision, safety, environment)</i>	Parents/guardians should raise concerns with the provider when appropriate. If the issue affects a child’s health, safety, or well-being, or remains unresolved, it must be reported to the High5 office immediately.	High5 will review the concern promptly, speak with all relevant parties, document findings, and take any necessary actions to ensure compliance and child safety.
<b>Concerns About High5 Policies or Licensing Requirements</b>	Parents/guardians who believe policies, procedures, or licensing requirements are not being followed may escalate their concern to the appropriate licensing or governing authority.	High5 will cooperate fully with any review or investigation and take corrective action when required.

**High Five Day Care Program Statement**

*(Aligned with Ontario Ministry of Education & CWELCC Guidelines)*

**Introduction**

High Five Day Care, based in Ontario, operates under the Ministry of Education and is committed to providing high-quality child care in a safe, inclusive, nurturing, and developmentally appropriate environment for children, families, and the community.

Our program statement is developed in accordance with the Child Care and Early Years Act, 2014 (CCEYA), Ontario Regulation 137/15, the Canada-Wide Early Learning and Child Care (CWELCC) system, and the Ministry of Education’s framework, *How Does Learning Happen? Ontario’s Pedagogy for the Early Years (HDLH)*.

Our goal is to support children’s learning, development, health, safety, and well-being through responsive caregiving, play-based learning, and meaningful interactions with families and the community.

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**Program Statement Implementation**

The Program Statement has been developed within the framework established by the Ontario Ministry of Education and reflects the principles outlined in *How Does Learning Happen? Ontario’s Pedagogy for the Early Years*.

High Five Day Care believes that children, parents, families, home child care providers, and staff are valued partners in creating a positive and supportive learning environment. Our program supports every child’s unique abilities, interests, and developmental needs through inclusive and child-centered practices.

The program is reviewed annually, or sooner if required, to ensure compliance with Ministry requirements and evolving best practices within the early learning and child care sector.

Parent and family feedback is welcomed and valued to help evaluate and strengthen the effectiveness of the program statement and overall quality of care.

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## **Program Goals and Approaches**

### **A. Promoting Health, Safety, Nutrition and Well-Being of Children**

#### **Approaches**

- All children enrolled in the program must have updated immunization records and health information on file prior to admission, unless exempted in accordance with Ministry regulations.
  - Safety inspections of provider homes are conducted before care begins and monitored regularly to ensure compliance with health and safety standards.
  - Nutritious meals and snacks are provided in accordance with Canada's Food Guide and Ministry recommendations.
  - All provider homes are strictly smoke-free and vape-free environments.
  - Providers follow proper sanitation, hygiene, illness prevention, and infection control practices at all times.
  - Emergency procedures and first aid requirements are maintained in accordance with licensing regulations.
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### **B. Supporting Positive and Responsive Interactions Among Children, Families, Providers and Staff**

#### **Approaches**

- Providers work collaboratively with parents to understand each child's routines, interests, cultural background, dietary needs, and developmental needs.
  - Children are encouraged to develop positive relationships through respectful communication and cooperative play.
  - Providers model kindness, empathy, patience, and respectful interactions.
  - Families are treated as valued partners and are encouraged to participate in their child's learning journey.
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### **C. Encouraging Positive Communication and Supporting Self-Regulation**

#### **Approaches**

- Positive guidance strategies are used to help children learn appropriate behaviors and emotional regulation skills.
  - Providers support children in expressing emotions, solving problems, and developing self-confidence.
  - Children are encouraged to make choices, build independence, and participate in age-appropriate decision-making.
  - Providers use calm, respectful, and supportive communication at all times.
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## **D. Fostering Exploration, Play and Inquiry**

### **Approaches**

- Children are provided with opportunities for active play, exploration, creativity, and inquiry-based learning.
  - Open-ended materials and activities encourage imagination, problem-solving, and critical thinking.
  - Learning experiences are planned based on children's interests, developmental stages, and observations made by providers.
  - Children are encouraged to explore both independently and collaboratively.
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## **E. Planning for Positive Learning Environments**

### **Approaches**

- Providers create safe, welcoming, inclusive, and stimulating environments that support learning and development.
  - Learning materials and activities reflect diversity, inclusion, and respect for all cultures and backgrounds.
  - Indoor and outdoor environments are organized to encourage child-initiated and adult-supported learning experiences.
  - Daily schedules provide flexibility while maintaining consistency and routine for children.
- 

## **F. Incorporating Indoor and Outdoor Play, Rest and Quiet Time**

### **Approaches**

- Daily indoor and outdoor play experiences are provided in accordance with Ministry requirements.
  - Children receiving care for six hours or more participate in a minimum of two hours of outdoor play daily, weather permitting.
  - Providers observe children's interests and developmental needs when planning activities.
  - Quiet time and rest periods are provided based on individual child needs and parent input.
  - Safe sleep practices are followed for infants and young children in accordance with Ministry guidelines.
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## **G. Communicating with Parents About the Program and Their Children**

### **Approaches**

- Families receive information regarding the program, policies, procedures, and expectations during enrollment.
  - Ongoing communication occurs through verbal discussions, emails, phone calls, daily updates, and parent meetings when required.
  - Parents are encouraged to share feedback, concerns, and suggestions.
  - Families are informed about their child's progress, experiences, and development on a regular basis.
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## **H. Involving Community Partners and Supporting Community Engagement**

### **Approaches**

- Children may participate in community-based experiences such as walks, library visits, parks, and local events where appropriate.
  - High Five Day Care collaborates with community agencies, resource consultants, and support professionals to support children and families.
  - Families may be connected with community resources and support services when needed.
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## **I. Supporting Ongoing Professional Learning**

### **Approaches**

- Providers, staff, students, and volunteers are encouraged to participate in ongoing professional learning opportunities.
  - Professional development may include workshops, training sessions, webinars, conferences, and Ministry-related learning opportunities.
  - Staff are encouraged to remain informed about current best practices in early childhood education and child development.
  - Continuous learning supports quality improvement and positive outcomes for children.
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## **J. Reviewing the Impact of the Program Statement**

### **Approaches**

- Parent and family feedback is collected and reviewed regularly.
  - Providers and staff participate in ongoing discussions regarding program effectiveness and quality improvement.
  - The Program Statement is reviewed annually and updated as required to reflect changes in legislation, Ministry expectations, or agency practices.
  - Records of feedback, reviews, and updates are maintained for compliance and quality assurance purposes.
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## **Safe Arrival and Dismissal Policy**

### **Purpose**

This policy and the procedures outlined below support the safe arrival and dismissal of children receiving care at High Five Day Care.

The policy provides clear expectations for providers, staff, students, and volunteers regarding:

- safe arrival procedures,
- safe dismissal procedures,
- steps to follow when a child does not arrive as expected,
- and procedures when a child is not picked up as expected.

This policy is intended to meet the requirements outlined under Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014.

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## **Policy**

### **General Procedures**

- Children will only be released to their parent/guardian or to an individual authorized in writing by the parent/guardian.
  - Authorized individuals must be listed on the child's emergency information or release authorization form.
  - Children will never be released from care without appropriate supervision.
  - Providers are responsible for maintaining accurate attendance records, including arrival and departure times.
  - Inform the Provider in advance by text /email or call if my child will arrive more than 15 minutes.
    - late for their scheduled drop-off or be picked-up more than 15 minutes later than scheduled.
    - Inform the Provider in advance if my child will be absent from care on any given day.
    - As per our existing policy, children will only be released to parents/guardians or adult individuals indicated on the Emergency Contact form. Where a child does not arrive as expected or is not picked up as expected, providers must follow the agency's safe arrival and dismissal procedures immediately and contact parents. If parents are not reachable then contact the emergency contact number .If a child is not picked up and all reasonable attempts to contact parents/guardians and emergency contacts are unsuccessful, appropriate authorities, including Children's Aid Society (CAS) and/or local authorities, may be contacted in accordance with CCEYA requirements
- Any concerns regarding unauthorized pickup or child safety will be addressed immediately and documented appropriately.

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### **Additional Policy Statements**

- Children may only be released to parents/guardians or authorized individuals identified on the child's file.
- Identification may be requested where necessary to verify authorization.
- Any custody arrangements or restrictions must be supported by legal documentation and kept on file with the agency.
- Parents must notify the provider if someone different will be picking up the child.
- Emergency contact information must remain current and updated by parents at all times.

### **ANNUAL POLICY REVIEW STATEMENT**

All policies and procedures are reviewed annually and updated as required in accordance with the Child Care and Early Years Act (CCEYA), Ministry of Education requirements, and agency operational practices

## **Glossary**

*(Aligned with Ontario Ministry of Education & CCEYA Terminology)*

### **Child**

A child is defined as a person who is younger than 13 years of age.

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### **Child Care**

For the purposes of the Child Care and Early Years Act, 2014 (CCEYA), child care refers to the provision of temporary care or supervision for children, in circumstances other than exempt arrangements, for a period of less than 24 hours.

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### **Child Care and Early Years Act, 2014 (CCEYA)**

The legislation that governs and regulates licensed child care in Ontario.

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### **Home Child Care Provider**

An individual approved by a licensed home child care agency who provides child care within their private residence.

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### **Home Child Care Visitor**

An employee or representative of the licensed home child care agency who supports, monitors, and conducts regular visits to provider homes to ensure compliance with Ministry requirements and agency policies.

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### **Individualized Plan**

A written plan developed in consultation with parents/guardians and, where appropriate, other professionals, outlining how the licensee and provider will support:

- a child with special needs, and/or
  - a child with a medical condition, including anaphylaxis.
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### **Inspector**

An individual appointed by the Ministry of Education under the CCEYA who has the authority to inspect licensed child care programs, provider homes, records, and practices to ensure compliance with legislation and regulations.

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### **License**

A document issued by the Ontario Ministry of Education authorizing a licensee to operate a licensed child care program. A licence may include terms, conditions, or restrictions.

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### **Licensee**

An individual, corporation, or First Nation that holds a licence issued under the Child Care and Early Years Act, 2014.

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**Ordinarily a Resident of the Premises**

An individual who regularly resides in the home where child care is provided, including but not limited to spouses, adult children, relatives, or dependents living in the residence.

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**Parent**

A person having lawful custody of a child or an individual who has demonstrated a settled intention to treat the child as a member of their family. References to “parent” within this handbook include legal guardians.

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**Premises**

The residence and property, including indoor and outdoor areas, where licensed home child care is provided.

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**Program Advisor**

An employee of the Ministry of Education authorized under the CCEYA to inspect licensed child care programs, monitor compliance, provide guidance, and respond to complaints or serious occurrences.

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**Regularly at the Premises**

An individual who is present at the child care premises frequently enough that children enrolled in care are familiar with and able to recognize the individual.

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**Relative**

With respect to a child, a relative includes the child’s parent, grandparent, sibling, aunt, uncle, cousin, great-aunt, great-uncle, whether related by blood, marriage/common-law relationship, or adoption.

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**Resource Teacher**

A qualified professional who supports providers, staff, and families in meeting the developmental and special needs of children enrolled in licensed child care programs.