



Wee R Kids
Family Day Homes
An Extension Of Your Good Home

*Agency Handbook and Service Plan
For Agency Staff, Providers, Volunteers and Community Stakeholders*

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General terms and definitions

FDHSM – Family Day Home Standard Manual is the manual that contains the minimum Ministry standards for operating a family day home service for the purposes of providing child care to children.

CFSA – Child and Family Services Authority chooses to contract with an agency. They monitor the agency to ensure that Ministry standards are met, and that children using an approved family day home service are healthy and safe.

These policies and procedures are based upon the legislative requirements for the operations of family day homes in the province of Alberta and the requirements of Wee R Kids Family Day Home Agency. They have been established to ensure a standard of care in regards to the safety and wellbeing of children in care. Failure to comply with these requirements may result in the suspension or termination of the day home provider.

SECTION 1: AGENCY INFORMATION

Parents and providers are welcome to call our agency with questions or concerns. We are here to support our providers, their own family, children in their care and the families who contract with our agency.

Wee R Kids Family Day Home Agency's philosophy:

Our purpose and vision at Wee R Kids Family Day Home Agency is to provide quality care for children as a supportive extension of each child's home.

As an agency, we value

- The uniqueness of the individual child in regards to their background, culture, language and religion.
- The uniqueness of the individual child with concerns for their interests, special needs talents, individual style and pace of learning.
- That play is the child's method of learning.
- The right of every child to be in a safe, healthy and nurturing environment.

Wee R Kids Family Day Home Agency intends to provide an atmosphere aimed at encouraging the child to develop socially, emotionally, physically, intellectually and creatively. The program in each home is child directed and based on each child's individual interests allowing the child the freedom to explore the activities provided. We are committed to positive child guidance and providing a home-like environment stressing the priority of the child's needs and interests first.

Developmental Check-Ups

Wee R Kids Family Day Home Agency plays a vital role in developmental check-ups. These check-ups will be available to all families for their children who are registered with the agency. The checkups will take place upon a parent's request. Any follow-up action required, further attention, or assessment for any score falling into or below a monitoring area in scoring, will require the provider to consult with the agency coordinator. The provider and coordinator will then meet with the parent, together, in order to make appropriate suggestions, or developmental referrals.

Inclusive care

Our day homes and programs incorporate inclusive approaches that respect each child's diversity, values, individual needs, backgrounds, and interests. Each day home incorporates the activities, interests, experiences, and cultural backgrounds of all children in their daily planning, activities, and resources.

We support diversity and ensure there are appropriate materials, equipment, resources, and activities to meet each child's needs and interests. Our providers incorporate practices to involve all children into the program. Our agency provides material, contacts, and supports for families and children with special needs. We provide training and supports when needed to the providers to help them better support the children while providing an inclusive care environment. Our providers modify their environment and support the needs of each child for the child's success and comfort.

Objectives and goals

Our goal and objective is to provide day homes for childcare using our service philosophy and implementing the following goals

- To provide a learning environment that is safe mentally, emotionally and physically.
- To provide a living and play space that is clean.
- To provide a child-directed program with the priority of meeting the child's and interests needs first.
- To provide a program that is basically non-directive, allowing the child freedom to explore the activities that the day home offers.
- To provide activities in the day home including at least six centers to allow the child to develop through individual and group play. These centers should include but are not limited to: fine and gross motor play, dramatic play, music, language centers, games, open-ended art activities, science, cooking, blocks, sensory play, messy play, woodworking, reading and math. Day homes should also include child focused field trips in their monthly program.
- To provide a day home where the provider is committed to positive child guidance,

nurturing and loving the child, and to provide a home-like atmosphere.

- To provide monitoring and evaluation to ensure the above goals and objectives are met.
- To work together as a team to provide the best possible care for the children who attend our day homes.

Provider and child interaction policy

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Each interaction with a child in our care should be positive and supportive. The providers, staff and visitors who are interacting with the children are expected to

(Taken from the former Accreditation standard one)

- Respond positively to children's individual interests and strengths through supportive small group interactions and one-on-one communications.
- Help children develop a sense of self by recognizing their unique qualities and backgrounds.
- Support children in exploration of their individual interests, strengths, and emerging skills.
- Provide opportunities for children to demonstrate their independence. Instead of doing everything for the child, encourage children to work on skills with the adults assistance and support within their development level.
- Acknowledge children who recognize the skills, accomplishments, and contributions of peers.
- Foster strong emotional attachments with children sharing feelings, communicating warmth and acceptance through verbal and non-verbal reassuring behaviours.
- Respond to children's needs and cues in an appropriate, timely, caring and consistent manner.
- Talk to children at a developmental level they understand.
- Engage in active listening with children.
- Value each child's right to have their feelings and belongings respected. Be sensitive to each child's feelings and encourage all children to do the same.
- Implement positive guidance approaches and use a continuum of developmentally and age appropriate strategies when guiding children within a caring, respectful, and nurturing environment.
- Discuss behaviour expectations with children at a developmental level they understand.
- Use observation techniques to identify causes of challenging behaviours and modify the environment and supervision to promote positive behaviours.
- Support children in engaging in positive behaviours and expressing their feelings in socially acceptable ways.
- Guide children as they begin to develop problem-solving skills.
- Include all children throughout the day, sit with, play with, and interact with each child in your day home individually, in small groups and or in large groups.

We must remember that each child in our care is an individual person with their own personality, feelings, needs, and wants. Ensure that your daily interactions are meeting the needs of each child.

Code of conduct policy

Staff, providers, parents, children, and all others involved in Wee R Kids Family Day Home Agency must meet the Code of Conduct expectations. It is unacceptable for anyone to bully, harass, or abuse another. We believe that each person must treat others in a respectable, fair, and tolerant manner. Each person must be responsible for their own actions and words. Each person must play, work, communicate, respond, and interact in a manner that is safe for themselves and others. Each person must cooperate with one another and support others in their education and work.

There is a no tolerance policy at Wee R Kids in regards to violence, threats, cruel language, swearing, and weapons use. If this policy is not followed, our agency staff and or owner will meet with the offending person, they may be given helps, action plans, and written warnings, and if the behaviour continues, care, contracts, or employment may be terminated with or without notice depending upon the severity of the behaviour, in some cases police and other government agencies may be called in to assist.

Diversity policy

Each person who contracts with or is employed by Wee R Kids Family Day Home Agency either to provide contracted or backup care or work in the office comes to our agency from different sets of experiences, knowledge, background, and ethnicity. We believe that each person should be treated equally. We have a genuine regard for all people, their language, culture, and achievements. Each person is valued and their culturally diverse backgrounds are accepted and reflected in our programs.

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Within the care of the children contracted we believe the construction of identity and attitude is achieved by influencing the child's self-concept and attitude towards others throughout their daily routine, developmental program, provider and staff interactions, and integration of those who have special needs or are otherwise different from themselves.

We endeavour as an agency to contract with providers and hire staff from different social or cultural backgrounds when possible. Our providers actively seek out information from children, families, and community members about their background, cultures, and beliefs to integrate this information into their daily programming and dialog. Providers and staff partner with children and families to develop and provide care and programming that meets the needs of each child and is consistent with each family's culture, beliefs, and child care practices.

Specific requests will be honoured when practical to demonstrate respect and ensure continuity of care for each child.

Staff, providers, volunteers, community stakeholders, and families are expected to model appropriate ways to challenge discrimination and prejudice, and actively promote inclusive behaviours in children. Providers are expected to create opportunities as an integral part of their daily programming for children to learn about, develop respect for, and celebrate the diversity that exists in the day home as well as in the broader community.

This can be done by

- Encouraging families, children, and others to share their experiences, skills, cultures, and beliefs.
- Inviting community members to their homes to share their stories, songs, experiences, skills, cultures, food and beliefs.
- Access and use a range of resources (including multi-cultural and multi-lingual resources) that reflect the diversity of children and families in the day home as well as in the broader community.

The agency does and will continue to offer multicultural and diversity training as well as materials to enhance programming.

Evidence of need of service

As parents become more aware of the needs of their child during the formative preschool years, there is a growing demand for qualified early childhood professionals in every community. Because of this demand, the spaces available for care of children in qualified, contracted family day homes is decreasing and parents are left with few options. Because of this, there is a need for more contracted homes where the conditions can be monitored and the day home providers can access supports to assist them in their role as a child care professional.

Role of the agency

The mandate of the agency is to offer quality childcare in a home setting that meets the needs of children and families within the community.

Agencies are responsible to fulfill the obligations in their contract with South Alberta Child and Family Services Authority. The agency must also comply with the standards set forth for agency operation and care of children contained in the family day home standards. The agency will recruit and contract with providers who are able and willing to meet requirements, and the agency will monitor contracted providers to ensure that all requirements are met. It is also the responsibility of the agency to investigate complaints and critical incidents as well as report them to the proper authorities.

Resources and toy lending

Wee R Kids Family Day Home Agency maintains a lending library for provider's use: children's toys, books, prop boxes, materials and provider resources. The provider may come to the office to sign out these materials or phone in and ask the consultant to bring the items out on their next visit. These materials can be signed out for as long as needed.

If a provider signs out materials, and they are lost or damaged, the provider will be responsible for replacing that item with the same or a similar item or providing the agency with the amount of money to replace the item.

Upon termination of contract, providers must return their sign, books, materials, binder, paperwork, and children's documents to the agency prior to receiving their final payment. If this is not done, Wee R Kids reserves the right to deduct money from their final payment to pay to replace these items.

The agency also offers a book case full of resources in our office to support our day home providers and families such as books, pamphlets and posters that can be used in the day home or given to families within our agency. These items are collected from agencies, companies, offices, organizations, and government offices within our region that offer supports to individuals, children and families. Our staff is always adding to the resources and providers or parents can come to our office to view these resources or they can ask our consultant to bring out some resources during their monthly visits.

The agency also offers a "store" in our office with items that are either free or have a small fee attached. These items are toys, craft or art materials, teacher materials, etc. that can be used in the day homes. Once the providers have paid for or taken these items, they are theirs and do not need to be returned.

Policies and procedures

Office staff will review policies and procedures annually before contract re-signing in September and the agency owner will review any changes for final approval. Any changes to the policies and procedures and/or agency services will be communicated to all parties by either providing a new manual or the portion changed. All office staff, providers and parents are required to read their handbooks and sign off that they have done so during the contract process and each year if changes have occurred that affect their contracts.

All parties will receive a copy of the handbook when they have signed, providers will be given a copy in their binders and parents will be emailed a copy. Parents and providers can also access their handbooks online at any time on our website www.weerkids.net. Changes to policies will be shown highlighted in the handbooks online and will be mentioned to parents in their monthly email. Policies are reviewed with new providers at contract signing and will be reviewed yearly in their orientation meeting in September.

A master copy of this document is kept in a binder at the agency office as well as an electronic copy on our main computers. The agency monitors adherence to policies and procedures by providing orientation sessions individually with parents, office staff and providers initially when contracting as well as an annual mandatory review in September for providers and maintaining open communication to ensure all parties have full comprehension of agency paperwork.

If necessary the agency will use policies and procedures in place to support an agency decision or action. Parents and providers are invited to provide input on agency policies and procedures; they are encouraged to join our closed Facebook group as well to share ideas. This can also be done at provider meetings, a phone call to office staff, or in office while making payment.

Licensing will receive a copy of all changed or updated policies as soon as policies are approved by owner and once per year they will be sent to the licensing office electronically during our contract meeting with licensing.

SECTION 2: STAFFING

All staff employed by the agency, must provide a current CYIM check as well as a criminal record check, including vulnerable sector search, dated no earlier than three months prior to signing of contract or employment; and update their CYIM and criminal record checks, including vulnerable sector search, every three years.

Page | 7 *Coordinator*

The agency must employ a coordinator to manage the day-to-day operation of the service. The agency coordinator is responsible for administering the program and acting as a contact person for families in the communities the agency services.

Job description

- Advertises and develops public relations for the agency.
- Management of administration and delivery of the family day home service.
- Obtains a clear criminal record and CYIM check every three years.
- Provides orientation material necessary for new day home providers.
- Ensure that the home visitor fulfills the requirements of her job description.
- Completes administrative tasks including payroll, attendance, administrative fee claims and maintaining childcare accounts and collecting monthly fees.
- Develop a good professional relationship with families.
- The coordinator, in consultation with the agency owner, will verbally resolve concerns or disputes among staff or providers. The agency's decision is final.
- The coordinator will meet with the home visitor daily, weekly, or monthly as necessary to coordinate and evaluate.
- Coordinator is responsible for ensuring that agency policies and licensing standards are being met in the office and working with the consultant, ensures that the standards are being met in the day homes.
- Will ensure that yearly reports to licensing are completed.

Consultant

The day home consultant is responsible for the recruitment, monitoring, and training of each provider.

Job description

- Assist coordinator in advertising and public relations.
- Assist coordinator in any and all office administration duties.
- Recruits and screens day home providers.
- Sign the final appointment with new providers to ensure all administrative papers are signed and dated.
- Implement orientation for new day home providers.
- Keep a provider file for each day home provider which will include: the provider and agency agreement (contract), provider family information, three character references, criminal record check, child & youth information module (CYIM) check, medical form, first aid/CPR (including the child and infant portions), prior learning assessments and individual training, information regarding transportation of children, emergency/alternate care information, orientation visit material, application form, monthly day home visit sheets, child registration forms, and the agreements between the parents, provider, and agency. Files will be kept current.
- Keep a computer file for each provider.
- Establish rapport with day home providers and the children and families in their care. The home visitor will be sensitive to any problems that might arise.
- Report concerns and pertinent information to the coordinator.
- Monitor the day homes by making monthly visits, at which time in-service training, general assistance, and encouragement will be given. 75% of the home visits will be unscheduled and each visit should be between one and two hours. The home visitor will allow time for preparation prior to the visit and follow-up after the visit. The home visitor will also monitor day homes that have extended hours that are outside the parameters of 6:00am-6:00pm, Monday-Friday (evenings and weekends.)
- Make shorter, unscheduled drop-in visits each month to ensure that things are running smoothly.
- Complete support visits in each home that is in need of more help.

- Ensures the provider fulfills requirements of the job description and help her to do so plan and implement provider training sessions. The home visitor can give instruction personally or call in a specialist.
- Will ensure that in-service and training meetings for staff and day home providers are implemented.
- Meet with the coordinator daily, weekly, or monthly as necessary to coordinate and evaluate.
- Carry a first aid kit (St. John's ambulance family or sport pack) and be prepared to provide emergency support.

Qualifications for the agency coordinator and consultant

- Must have the ability to communicate and work well with people.
- Must be positive and pleasant in nature as well as neat in appearance.
- Have the ability to work with and train adults.
- Organization skills.
- The coordinator must have a minimum of a child development assistant (level one) in early childhood education.
- The consultant must have a minimum of a child development worker (level two) while being willing to continue training and possibly work towards their level three, in early childhood education.
- Have knowledge of child development, child care and have experience working with children.
- Must have ability and skills to assess provider competencies as well as family day home environments.
- Must have a valid driver's license as well as a working vehicle that can travel out of town.
- Must have two character references, criminal record & child & youth information module (CYIM) checks every three years, and home visitor must have a valid first aid/CPR certificate (including the infant and child portions).
- Recruits must be free of all of the following:
 - Conviction of a crime involving child abuse, child neglect, moral corruption or physical violence.
 - Pending trial on charges listed above.
 - Diagnosis of a serious mental illness or receiving therapy or medication for same.
 - Evidence of drug addiction or alcoholism within the past year as determined by a physician.
 - Indicated and founded reports of child abuse.

Staffing policies and procedures

Recruitment of coordinators and/or consultants

- Word of mouth.
- Advertisement online on social media, job websites and Kijiji.
- Personal interview with agency owner and/or coordinator.
- Orientation: agency owner and/or coordinator will explain and discuss the job description with the new recruit, explain the file system, and may also accompany the recruit on a visit to a day home.

Training for consultant

- Time should be taken by the consultant to keep current on administrative policies and procedures.
- Time should be taken by the day home visitor to access knowledge in areas such as child development, child behaviour, health, safety, play environment, and new philosophies in child care and early childhood education, as well as having knowledge of resources available for child activities.
- Attend training meetings, workshops, seminars, conferences available through the agency, the region or community as recommended by the agency.

Day home provider

Wee R Kids Family Day Home Agency will recruit providers who are able to meet ministry and agency standards for family day homes. Recruitment and screening must include two home visits, which includes everyone living at the residence and the receipt of all documentation before contracts are signed and children are cared for in the home. The family day home agency government form and the agency's safety checklist for set up, as well as other agency forms and documents, will be used for evidence of visits.

The day home provider requirements are

- Provider must be at least 18 years of age.
- Have a completed criminal record check, including vulnerable sector search, and CYIM check for the applicant and anyone over 18 years of age and who either resides with the provider in the proposed family day home or who may be in the provider's home on a regular basis during the provider's regular operating hours.
- A statement signed by the applicant disclosing any prior criminal involvement of any person younger than 18 years old who resides with the provider in the proposed family day home.
- Have three satisfactory personal references that address the provider's suitability for working with children. (references must not be family members)
- A doctor's report that states the provider is physically and mentally able to care for young children alone in their home. This report will be required every three years.
- Have a valid first aid and CPR level three (with child care portion)
- Have personal qualities that promote healthy development in children (happy, capable, warm, caring, confident, responsible, resilient, and child-oriented.)
- Be knowledgeable about child development, childcare and early childhood education.
- Willing to be a partner with the agency to develop the best practices, which reflect quality care.
- Have consulted with the local health authority about immunizations for themselves and their family. A copy must be given to the agency. In the case they choose not to immunize, or if a record of immunizations is not available, provider must write a letter to the agency with date, explanation and signature.
- Have a positive furnace inspection completed. This will be completed every three years.
- Have appropriate sanitation, health and safety practices including a written emergency plan (agency form).
- Must attend provider meetings for professional development as well as complete professional development in their own time.
- Either have level one or sign up to take your level one online orientation course immediately after signing contracts with agency. You will have five months to complete this once you have signed up online.
- Allow the coordinator, consultant, owner/operator or licensing officer to visit during hours of operation. Providers offering extended hours of childcare (outside the parameters of 6:00 am-6:00pm, Monday-Sunday) will also be monitored during those times.

Agency staff & provider disciplinary and termination policy

Staff members are employees of the agency. We ask that if an employee would like to terminate their employment they provide the agency written notice of intention to terminate. In the case of the agency terminating an employee we are required to give notice, unless just cause exists for termination. In the case of just cause no notice will be given. Prior to termination the coordinator or business owner will attempt to work with, re-train, and or mentor an employee where necessary and if able.

Providers are contracted with the agency, and are not employees. The providers re-contract with the agency each year and they're contracts need to be signed and handed into the office by the last day of September. A provider may terminate their contract at any time during the year with a month's notice in writing to the agency as well as their contracted families. A provider or the agency can also choose not to re-contract in September without notice on the last day of September; however in this case, providers must still give their families in care a month's written notice. A provider's contract can be terminated by the agency without notice at any time if the provider is not complying with governmental standards or agency policies. Contracts can also be suspended at any time during a complaint investigation.

If during the complaint investigation, the agency has found evidence against the provider; the provider's contract may also be terminated without notice. Once contract is terminated the provider

is expected to return all documents, children's files and paperwork, binders, borrowed items, and month end documents immediately. In this situation the provider is also expected to terminate their contracts with the families in their care.

Day home provider accommodations

In addition to the above requirements a potential provider's home will not be approved unless the requirements below are in place. Residence will be monitored monthly (in the first six months of a contract as well as other instances) the home will be monitored more often for compliance and if a provider fails to ensure accommodations are kept up to standard, contracts may be suspended. Residence and furniture must be kept in good repair.

Provider must ensure that the following requirements are met at all times

- There are windows in every room used by children.
- There is adequate heat, light, and ventilation in every room of the home.
- The home is kept clean and comfortable.
- There is sufficient space for all activities for children in care.
- There are individual personal care items for each child, including bed, mat or crib with individual and clean bedding. (Bedding must be cleaned once per week or more often when needed.)

Furnishings and equipment

- The provider's furnishings and equipment must be appropriate for the ages of children in care and backup care.
- Provider must have sufficient variety and quantity of toys, equipment, materials and furnishings for the amount, ages and developmental needs of all children in their care.
- Provider must ensure that toys, equipment and materials are organized and accessible so that children can make their own selections and be creative and in control of their own play.
Must meet the requirements of the federal hazardous products act and any provincial product safety legislation and are only used as recommended by the manufacturer.
- Provider must keep watch for recalls on products used in the day home.

Infant and toddler furnishings and equipment

- Must meet the requirements of the federal hazardous products act and any provincial product safety legislation and are only used as recommended by the manufacturer. This includes gates, playpen/crib, high chair, toilet seat or potty, stroller or carriage, and car seat. Provider must not purchase used or expired car or booster seats for use in dayh
- When using a play pen the provider must ensure the manual and or play pen pad states the play pen is for use in sleep in order for play pen to be approved for use in day home.
- A Provider must place children over one year on a mat and they must have the children in their sight at all times while napping. Any children under one year must be in a crib or play pen. If child is in a play pen for sleep, the provider must keep that child in sight at all times and must take the child out of the play pen when they wake up. The Provider must follow the play pen manufacturer's guidelines in regards to the limited height and weight for children. Once they have surpassed the requirements they must place children on mats for napping if the child is over one year old.
- The provider must never place blankets, toys or pillows in a play pen. If they use a play pen sheet it must be made by the play pen's manufacturer and must always be in good condition.
- Approved playpens can only be used for a nap in direct sight of provider, and cribs are to be used for sleeping infants overnight in extended care contracts. Cribs must meet Canadian standards.

Diapering procedures, must ensure

- A change table or individual change pads are provided for each child and must be labeled with the name of that child.
- Children are diapered in a location that allows for supervision of other children.
- Hands of provider as well as the child being diapered are washed both before and after diaper change.
- Cleaning table or pad after each change and must be disinfected with bleach water.

Professional development and training

Wee R Kids Family Day Home Agency will support our day home providers through training,

consultation, information sharing, and problem solving during home visits or other contacts. The agency will also send providers information on local training and online courses as they are offered.

All contacts with a provider will be documented by our agency for the purpose of providing support to the provider.

Our providers are encouraged to take courses outside of the agency and they may be online or in person. This training may include educational development through institutions offering credited courses towards higher education. We also encourage and offer supervisor and peer mentoring and coaching in the day homes during day home hours.

The agency offers six learning opportunities throughout the year in the monthly meetings. Our agency also requires each provider to partner with agency staff to develop and implement a personal, written training plan. The providers may record the meeting learning opportunities to their training plan. There may also be times of training and coaching in the day home that can also be used on the training plan. It is the responsibility of each provider to ensure they have met all training requirements and to complete their training plan each year.

Training includes (other topics will also be covered as needed)

- The agency will ensure that all providers have, at minimum, the orientation course (level one in Early Childhood Education) or the equivalent. Providers who do not have this training when contracted are given the opportunity to take this course online for free. The provider must be enrolled online for the course by the end of their first month with the agency and they have five months to complete the course once enrolled.
- Providers have the opportunity to attend regional workshops and conferences.
- Providers are kept up-to-date with the latest in child development.
- On-going support and training is offered in the areas of: positive child guidance, program planning, creating well-balanced menus and snacks, behavioral strategies, and establishing positive partnerships with parents.
- Standard first aid and CPR level C certification (required for all providers prior to contracting and every three years after.)

The agency will offer training/handouts over the years, and handouts on these topics are placed in the provider binders at contract signing.

- Cleaning and sanitizing.
- Hand washing.
- Diapering and toileting.
- Poison control.
- Child and infant sleeping and sudden infant death syndrome (SIDS).
- Child development.
- Child abuse and neglect.
- The dynamics of all forms of family violence and its impact on children.
- Behaviour management.
- Managing serious incidents.
- Cultural training and sensitivity for respectful work with aboriginal children and families from other cultures.
- Training and sensitivity from respectful work with children with disabilities; and community resources.
- Working with parents.
- Ethics and professionalism.

Monitoring contracted day homes and providers

Wee R Kids Family Day Home Agency visits all active providers monthly with both scheduled and unscheduled visits. In the event of a scheduled visit the day home consultant will arrange an appointment with the provider prior to visit, most scheduled visits are support visits for the provider. Depending on the reason for the scheduled visit the consultant will dictate the timeline for notice. The agency will increase the frequency of home visits in the event a provider returns after a leave or experiences a significant change in their personnel circumstances such as a birth of a child, death etc. These visits will increase in order to support the provider in their day home.

Four of the monthly visits focus on safety and the CFSA-approved day home safety inspection checklist will be used. At the time of the safety inspection if any area of the day home is in non-

compliance the consultant will write the non-compliance on the last page of the document, they will indicate the non-compliance, the action required to be compliant, the evidence needed and the date to remedy the consultant will follow up with the provider for evidence. Once completed, the date of completion will be recorded and confirmed by the initials of the consultant as well as added to the provider's profile.

The following will be reviewed during each visit using a combination of the CFSA prescribed family day home agency consultant checklist as well as agency's monthly visit sheets

- Physical facility, including indoor and outdoor space, toys, furnishings and equipment.
- Provider performance, including supervision of the children, activities, daily routine, transitions and child guidance practices.
- Safety, health and emergency provisions, including health and safety checklists.
- Home environment, including the influence of other children or adults who may be in the home while children are in care.
- Development and behaviour of children in care, including interactions between children and between child and provider.

The agency consultant will also monitor day homes that have extended hours (evenings and weekends) that is outside the hours of 6:00am-6:00pm, Monday-Friday during those hours or days.

The consultant will allow time for preparation prior to each visit and for follow-up after the visit. The consultant will make shorter, unscheduled drop-in visits as/if needed during the month to ensure the day homes are operating well. The consultant will ensure the provider fulfills requirements of the contract, agency standards and licensing standards and help her to do so, supporting as needed.

Notes are written down each visit and are kept in each provider's file to ensure the provider and their family's needs are being met, also to record any supports needed for the contracted children and their families.

The obligation of the agency to ensure on-going compliance of providers to the licensing standards

- All day home providers are monitored monthly by the agency consultant and documentation is completed for each visit.
- The agency is monitored to ensure compliance with the Alberta family day homes standards manual by the Southwest Child & Family Services Authority licensing officers.
- The agency must meet requirements to maintain a contract.

Provider recognition

- Positive verbal recognition is made during monthly home visits and at training meetings.
- The agency will hold special recognition times for providers on days such as their birthdays, ECE dates and other days through the year.
- The agency staff will deliver treats or offer special supports to the providers on random dates throughout the year to show appreciation.

Scheduled vacation time off

Agency staff vacation

At least one staff member will be available at all times either by phone or in person at the office. Vacation time is flexible and must be coordinated with all staff to ensure coverage. Holiday calendars are created each year and kept in the office to ensure holidays are known.

Providers vacation

Vacation time should be arranged to correspond with the parent's vacation time when possible. Each provider is responsible to communicate with their parents regarding the fee that will be charged during holidays, illness and/or closure for any other reason (if different than the fee already agreed upon in the provider and parent agreement) if parents are not entering into backup care. This must also be communicated to the office staff so that it may be verified with the parent. If parents are entering into backup care the agency will deduct the fee for a daily rate from the contracted provider and apply it to the backup provider's monthly cheque. This will be recorded in each provider's payroll and must also be included in each provider's invoice for that month.

- Agency approved backup care is communicated to the parent by the provider. If the

parent arranges care outside of the agency for vacation or time off, the parent is still obligated to pay the monthly fee agreed upon in the agency and parent agreements as well as the provider and parent agreements. This includes both the provider's and the agency's fees.

- Agency staff and providers receive all statutory holidays off. If the provider chooses to work on a statutory holiday either the day home coordinator or the consultant will have their cell phone available for the provider to call if needed. The provider must give the agency notice so the staff can arrange an on call person. It is up to the parents to find care outside of the agency on these specific days when the providers are closed.

Yearly evaluations (staff, providers & agency)

- The CFSA form as well as an additional agency form will be used to complete the day home provider's performance assessment each year in January/February by the day home consultant (this is done in partnership with the agency coordinator and day home consultant). The completed form will be kept in the provider's files in both the computer (unsigned) and their agency file (signed)
- Once per year on their anniversary month the Coordinator will complete an evaluation on the day home consultant(s). This is an agency developed form and the completed form will be kept in the consultant's file.
- Once per year providers will be asked to fill out an evaluation form to give feedback regarding their consultant and agency. These forms will be kept in the coordinator's files in their desk and will be used to help update agency policies.
- Once per year the families of the contracted children will be asked to fill out an evaluation form to give feedback regarding the agency and their provider. These forms will be kept in the coordinator's files in their desk and will be used to help update agency policies.

Consultant visit caseload

A consultant's caseload should be reasonable and take into account the number of homes and enrolled children, location of homes, and level of support needed by each provider (examples: a new provider, a provider caring for a challenging behaviour in a child, or a provider isolated by location may need more support and one-on-one contact with the consultant). Caseloads should reflect this.

SECTION 3: REGISTRATIONS

Family care intake and registration

Families can contact the agency by telephone, office visits, email, via social media accounts, or via the Wee R Kids website contact page. Wee R Kids Family Day Home Agency maintains a family wait list in the event that child care spaces are not available when they contact us. The agency informs parents of services offered by email, in person and on social media. Parents are informed of changes to services and policies either in person, in our monthly emails or letters handed out by our providers.

Some providers offer both full and part time care in their day homes. The agency will offer contact information to perspective parents for each provider that has space available and that meet the needs of the family. The providers will explain to the perspective parents their hours available for care, monthly fees and other information about their day homes during the interview meeting in the day home.

The families will make a contract appointment with our agency staff once they have chosen a provider. The meeting will take place in our office and the parent will fill out the full contract package during this meeting. They may also ask any question they may have during the meeting. Parents will also pay their deposit to the agency at this time.

Parent Recruitment

Families are recruited by the agency through advertisements online on websites such as Kijiji, Facebook and Twitter. The agency also looks into advertising opportunities in other areas as they become available. Our agency recruits families through our website and through recommendations from previous families, providers and the community. Our staff checks social media regularly looking for families in need of care in the areas we service.

Child care placement process

When parents contact the agency for child care, the agency will

- Assist them in enrolling their children with a suitable provider and resolving any issues that may arise.
- Complete an intake form to determine their personal preferences and criteria for care (example: location, if pets are okay, and hours of care required.)
- Provide parents with a list of potentially suitable homes for the parent to assess.
- Provide prospective the parent with an approved family day home provider's profile that includes information about home visits, complaints received and any incidents that have occurred in the provider's home.
- Coordinate pre-placement contact between the provider and family.
- Encourage the parent to read the parent handbook containing policies and procedures and agency specific information online at www.weekids.net before coming in for their contract appointment in the office.

During the family interview the provider will

- Discuss their program, hours and their monthly fees.
- Remind the parent to call the agency to book a contract appointment.
- Contact the agency themselves to verify the hours, fees and start date for this family's contract.

During the contract signing appointment the agency will

- Review agency policies and procedures and go through the agency and parent as well as the provider and parent agreements so they have a clear understanding of our service and purpose.
- Have the parent fill out registration forms for each child
- Ensure parents provide immunizations records or a letter informing us that they do not immunize their children and the reason why.
- Send the parent an email with the parent handbook attached for future reference, reminding the parent where on the website to find the most updated copy.
- Walk parents through the handbooks policies during the contract appointment. Parents will sign a form stating they have reviewed and agreed to the contents in the handbook at this time.

Once paperwork is filled out the agency will scan and email an electronic copy of the documents to the parent as well as the provider. The provider will print out their copy of the documents and set up the children's binders and portable emergency records so they are ready for care to begin.

All the above steps must be completed before the children attend care. Families are required to provide all relevant home and employment information for both parents /guardians, emergency contact information, Alberta Health Care numbers, immunization records (or letters), relevant child information, medical and nutritional information including any health conditions and/or allergies and provide written consent for emergency medical procedures, activities and in house photographs (not online).

Portable emergency records

Once the provider has received the children's registration package from the agency they must maintain a complete portable emergency record for each child, which must be taken on all outings and must include:

- A recent photograph of child (in case of provider being unable to identify children in care)
- Child's name and date of birth.
- Parent's name, home address, work address, home telephone number and work telephone number (a relevant one that reaches someone that has contact with the parent)
- One emergency contact name and telephone number.
- Relevant health information including immunization status, medical condition(s) and allergies.

Provider must laminate each document or keep them all in a zip lock bag to keep safe from wet. Provider must also have a portable emergency record for each of their own children as well as themselves with the same inclusions as above.

Agency records

The agency will maintain confidential records on all families, providers and office staff contracted and employed with the agency. These records are kept in a locked filing cabinet and will be accessible to families and providers as requested during office hours and will be available to the CFSA personnel at all times. Files will be maintained on the agency premises for a period of two years. In the event of any unauthorized access, disclosure or theft. All parties will be notified by office staff.

Disposal of agency records

Records, files and paperwork are picked up by a local shredding company every few months and are shredded and destroyed by that company. Any records, files or paperwork that are to be shredded are kept in a blue box in the coordinator's office and are secured in the locked office until pick up for disposal.

Contact Recording

All contacts with contracted providers and parents will be recorded on the computer. For contracted providers we use the CFSA approved form and for contracted parents contacts are stored in their billing account and if requested by licensing they will be transferred to the CFSA approved form (approved by our licensing officer 2013). Parents and providers are informed of the collection and storage of records through the handbook, and during registration (parents) and contract meeting and re-signing (providers).

The following is a list of the documents required for Agency staff

- A current first aid certificate for the agency consultant only
- An Early Childhood Education certification or equivalent
- A criminal record check including a vulnerable sector search dated no earlier than three months prior to commencement of employment
- A CYIM check dated no earlier than three months prior to commencement of employment
- Oath of Confidentiality and Ethics forms signed
- A copy of the job description for the employee's position
- A copy of the employee's resume
- Two character reference contacts for the employee
- Yearly performance assessments (completed in on the anniversary of employment each year) for consultant

Day home provider

- The provider's name and home address
- A written record of all contact between agency staff and providers
- A record of all complaints and incidents
- Records of each home visit
- A criminal record check including vulnerable sector search for the provider as well as anyone who is over the age of 18 years and who either resides in the day home or who may be in the provider's home on a regular basis during the operating hours. Documents must be completed no more than three month prior to contract signing and then every three years after
- A statement signed by the provider disclosing any prior criminal involvement of any person younger than 18 years old if applicable
- A CYIM check for the provider as well as anyone who is over the age of 18 years and who either resides in the day home or who may be in the provider's home on a regular basis during the operating hours. Documents must be completed no more than three month prior to contract signing and then every three years after
- A medical form completed by the family physician (upon contract signing and every three years after)
- Three positive character references (not family members)
- Evidence of two completed home visits
- Projected training plan for the coming year and evidence of completed plans for previous years
- Provider's regular hours of service form completed

- Reports of incidents and follow up investigations
- Copy of liability and home or renters insurance as well as a letter of awareness
- Copy of automobile insurance coverage if transportation is done
- Consent to administer medication (if applicable)
- Consent to participate in off-site activities (if applicable)
- Yearly performance assessments (completed in January of each year)

Agency family files

- Name, address and emergency contact information for each contracted parent or guardian
- Emergency contact information for at least two people
- Names and birth dates of each child
- Both contracts and registration package
- Consent to administer medication (if applicable)
- Consent to participate in off-site activities (if applicable)
- Provider profile view acknowledgement
- Parent handbook agreement and email evidence of handbook sent
- Oath of confidentiality
- Child guidance agreement
- Infant incentive (if applicable, kept in coordinators desk in binder)
- Immunization or letter of refusal or inability to immunize
- Written records of all contacts between agency staff & parents
- Family records must be available to the parent or guardian with reasonable notice

Children's information in file

- Name, child's home address and date of birth
- Completed and signed contracts
- Completed registration package with parent or guardian's name, home address, work address, home telephone number, cell phone number and work telephone number
- Emergency contact names, addresses and telephone numbers (at least contacts)
- Evidence that child's parent or guardian has been advised of outings including transportation and supervision arrangements (if applicable)
- Daily attendance details including arrival and departure times (parent or guardian will initial the child's arrival and departure times as a security measure for the transfer of responsibility between the parent and provider.)
- Information about health care provided to a child, including written consent of the child's parent or guardian to allow for health care provided by provider
- Any other existent health information about the child provided by the child's parent or guardian including immunization records and any allergies.

Providers will maintain updates to children's information records (such as attendance sheets, new health information, new addresses, etc.). All updates are to be submitted to the agency as soon as they are known by phone or email.

Providers are responsible to hand in all updated documents and forms by the date they are due. If documents are not submitted on time contracts may be suspended.

Each provider is given a binder at contract signing they must ensure all the following documents are kept in the binder and up to date

- Provider contract package and required documentation (agency and provider contract (agreement), package and agreements, criminal record check, child & youth information module (CYIM) check, medical report, first aid and CPR certification, insurance both home and vehicle, provider information sheet, furnace inspection report, medical report, etc.)
- An updated agency handbook
- Contracted hours of operation
- Programming sheets
- Menus
- Emergency, medical and fire paperwork
- Incident and accident forms for that month (if applicable)

- Medical authorization forms for that month (if applicable)
- Resource material and training information handed out by agency and collected

Each provider must have a binder with index tabs for each child with the following sections

- Family contract and registration package and agreements
- Weekly observations
- Artwork or photos of artwork collected monthly
- Contacts with parents if needed

Withdrawal or termination of Families and child

- Within the first two week trial period, the parent can leave care without notice and the agency will simply note the date parent left care
- After the trial period: written notice of termination with last date of care (date of termination is recorded on the child registration form and the file paper as well as billing)
- The agency may terminate child care immediately if subsidy is not in place or if payment is not received by the first working day of the month.
- Upon commencement of care, the provider or parent/guardian may terminate contracts for any reason and at any time without notice during the two week trial period.
- After the first two week trial period, the provider or parent/guardian may terminate contracts for any reason with a two week notice in writing (may be written by letter or email, and sent to agency and provider/parent).

Provider:

- The provider must give one months' notice when closing their day home or leaving the agency. The notice must be given to both the agency and contracted parents.
- The agency must also give one months' notice to close the provider's day home. Notice must be given to the provider and contracted parents. However if the day home provider does not fulfill her job description or does not meet required standards the agency is not required to give any notice and may terminate the agreement immediately. The agency will do their best to find a new day home for the families in care.
- If the provider or agency choose not to re-sign contracts with each other or either party decides not to re-sign contracts in September, day home can close without notice on the last day of September. Notice must still be given to parents.
- Within the first two week trial period with any family, the provider can end care without notice and the agency will simply note the date parent left care.
- After the trial period: written notice of termination with last date for care offered (date of termination is recorded on the child registration form and the file paper as well as billing)

Contracts and Liability:

Wee R Kids Family Day Home Agency has a contract with Southwest Alberta Child and Family Services Authority. The authority establishes a family day home program and the agency wishes to administer a family day home service as part of the program. This is an on-going contract that is up for renewal annually in March.

The providers are expected to have their own liability insurance for their home two million dollars and vehicle one million dollars (if they transport)

Each provider must have a letter of awareness sent from their insurance agency to show evidence that their insurance agency is aware that a day home is being operated in that home. A copy of the letter of awareness will also be kept in the provider's file.

Wee R Kids Family Day Home Agency screens and approves providers and their contracts (agreements) are valid for a term of one year. Every September the contract package is reviewed in an orientation meeting and the providers are encouraged to read through their package and re-sign with our agency. The provider and agency contracts are active from October 1 to September 30 every year.

Wee R Kids Family Day Home Agency reserves the right to terminate contracts with a provider by giving either a minimum of one month's written notice, or without notice in the case of non-

compliance to any licensing standard and/or agency requirement, or to not re-sign contracts with a provider in September.

SECTION 4: SUPERVISION OF CHILDREN

The home visitor has an agency checklist for safe practices for indoor and outdoor play spaces. These checklists are to be in place prior to approval. Children are to be carefully supervised by the provider at all times.

The Provider must follow all licensing standards and agency policies for all children in their care, including their own children.

Child care ratio

A provider must offer quality care in their home for a maximum of six children (including their own children) 12 years of age and under. A provider must have no more than two children under two years of age or three children less than three years of age.

Outside play space, materials, equipment and supervision

Providers are to complete visual checks of their backyard to ensure it's safe for play before children go outside each time they go outside during day home hours. If a diaper change is needed while they are outdoors and they need to come inside, they must bring all of the children under the age of five years inside and when they are done everyone can resume outdoor play together.

If a provider installs playground equipment (swing set, etc.) The equipment must be in compliance with regulations. The consultant will share the correct information according to licensing standards and manufactures guidelines.

If there is an adult-sized pool, hot tub or trampoline on the property they must be made inaccessible to all children. Trampolines must have a proper safety net surrounding them and they must not be used by any children during the contracted day home hours. Sandboxes must have lids and lids must be secured when not in use. Children's wading pools must be drained and stored up-ended when not in use. Children must be under constant supervision when a wading pool is in use. Adult pools and hot tubs must be made safe, locked and inaccessible to all children during contracted day home hours. Ensure that outdoor play area is free of toxic plants and flowers. The provider may ask the consultant for information regarding unsafe plants.

Indoor play space, equipment and supervision

Young children must always be within eyesight. Older children can be out of the provider's sight and in another play space within the day home participating in developmentally appropriate activities as long as the provider is nearby. No indoor play structures/climbers are allowed inside the day home.

Sleeping children

Children under 12 months must be in a playpen or crib. If in a playpen, children must always be supervised, baby monitors cannot be used as a substitute to provider supervision. Children in playpens must be kept in the same room as provider throughout naptime. Providers must follow the guidelines for individual playpens for age, weight, and or height limits. Children over 12 months must be placed on a mat. Mats and cribs must have individual sheets and blankets for each child and must be washed weekly or more frequently when needed. Mat, blanket and sheet and crib material must be labeled for each child, either with name of child or a number or symbol that indicates which child uses each. No blankets, toys or other bedding are allowed in playpens. If children are sleeping on mats, beds, cots, or cribs are in a separate room or on a separate floor of the home that is not a part of the main play area a baby video monitor must be used. Please note this does not include infants in play pens (see above).

Kitchen and bathroom

Children are never to be left alone in the kitchen. When developmentally appropriate, older children can use the bathroom in privacy, whereas younger children must not be allowed in the bathroom by themselves.

Emergency and alternate care

The provider must have a relocation address to take the children to in the case of an emergency that provider and children must leave the day home for. This place should be within walking distance from the day home and in the provider's neighborhood. It can be a business, school, or home but must be accessible at all times during the contracted day home hours.

Emergency and alternate care sheet

Providers must post an emergency and alternate care sheet in clear view inside their day home. It must be filled out completely. The provider must give the agency a copy. The provider must have an emergency exit drawing of their home with exits clearly marked and in clear view on every floor that is approved for child care.

Neighbourhood playgrounds

Providers must pick a developmentally appropriate playground to take children to for outdoor play. School playgrounds are normally for older children and are almost always inappropriate for young children. During a field trip, the children must never be out of eyesight and should be within close proximity with the provider while on a public playground. The provider must do a visual scan of the playground to ensure it's safe for play before the children are allowed to enter. Always carry plastic gloves and bags with you to pick up dangerous material such as glass or dog feces.

If you find needles do not attempt to pick them up. Contact ARCHES needle pick up hotline and provide the location of the needle for their pick up. They can be contacted at (403) 332-0722 this number is staffed from 8:30am to 9:00pm every day except statutory holidays. Providers must have prior written consent on our transportation form from all parents before going to a neighbourhood playground.

Age of child	Level of supervision required
<i>Birth to 19 months old</i>	Within providers sight at all times, unless the children are napping, in which case, an infant monitor must be used. However when napping children in playpen, a baby monitor is not sufficient, children in playpens must always be within providers sight.
<i>20 months to four years old</i>	Not allowed to use outdoor play space without supervision. Must be within hearing distance at all times. Must always be on the same floor as the provider. Provider physically checks every 3-5 minutes. When children are napping an infant monitor may be used.
<i>Five years to eight years</i>	May use approved outdoor play space without supervision if they are within sight of the provider example through a window. Provider physically checks every 5-10 minutes.
<i>Nine years to 12 years</i>	May be allowed more freedom within the residence and in the providers outdoor play space. Provider must know where children are at all times. Provider physically checks frequently, considering what is age appropriate and developmentally appropriate for the children being cared for.

Release of contracted children

The following is also noted in the provider and parent agreement: children can be released to an individual if, when that person arrives, the provider calls and asks the parent for confirmation and has a follow up text as evidence. The provider will not release a child to anyone other than the parent or guardian or an authorized person (the registration has space for the parent to let us know if they would like an emergency contact to pick up at any time). The parent will notify the provider in advance by a written statement in letter, email or text form. However, in an emergency, a phone

call will suffice. In this case, a physical description needs to be given to the provider along with the person's name and they will need to supply photo identification when they arrive if the provider has not met them before. The provider must release a child to either parent or guardian unless there are legal documents in place and in our files as evidence to prohibit access.

If someone arrives to pick up a child and their name is not on the registration form

- Let them know that you do not have permission to release the child to them and will need to call the parent or guardian for permission
- Try to contact the parent or guardian for verbal permission to release the child that should also be followed up with a text for evidence
- Act accordingly to the parent or guardian's directions
- Ask the parent if they would like to add the person to the registration form for the future and if so, have the parent also check that this person can pick up anytime without notice

Late pick up of child (after their contracted hours)

- When a parent arrives later than their contracted hours, the provider reserves the right to charge a late fee which will be paid directly to the provider (this late fee is agreed to in the provider and parent agreement).
- If the parent has not arrived and it is after contracted hours, the provider will call the parent, then the second parent if there is no answer, then they will call the emergency contacts listed on the registration form. If after 30 minutes and after calling these numbers they are not able to get in contact with anyone, or no one has arrived for pick up, the provider will call the office staff's cell phone numbers and request direction from the consultant or coordinator.

SECTION 5: CHILD CARE PROGRAM

The agency requires notification of the whereabouts of the children that are contracted by the Wee R Kids Family Day Home Agency at all times. Providers will provide the office with a current schedule and will update the office whenever that schedule is updated or changed. Every year in September and July the provider will send an updated schedule in to the office with school year and summer changes. The provider will call into the office to inform the staff about any unexpected outings ensuring there are parent approved transportation forms prior to leaving the day home. This is to assist the agency with visit schedules as well as assisting parents to locate the whereabouts of the child should they arrive for an unscheduled pick up.

A day home provider will

- Offer consistent, quality, child-centered programming for all of the children in her care.
- Provide a stimulating and home-like environment that is safe but not restricted.
- Encourage each child's independence and individuality.
- Pay attention to each child's needs so their physical, intellectual, creative, emotional and social needs of each child are tied in with daily programming. Children's interests guide the provider in program planning.
- Provide one-on-one interaction with each child throughout the day.
- Must have written permission from the children's parents for any photographs (this is approved of in the agency registration package). Photographs are to be taken by day home provider and agency staff only and are to be used within the day home, sent home with the family and in the office for portfolio and evidence purposes only. Photos are not to be posted on any other social media or internet sites without prior written consent from the parent on an agency form. However, this is not recommended by the agency. Providers may also text or email photos to each parent of their children throughout the day.
- Provide at least six open-ended activities or centers at all times and they must offer this free play for at least two, two hour periods each day, however it is best to do free play in your play space for most of the day as children learn best through open-ended free play. Examples of open-ended activities: water play and or sand play, other sensory activities, blocks, art with materials that are set out for free creative expression, dramatic play, housekeeping, reading and language center, fine motor materials, etc.
- Ensure that non-toxic arts and crafts supplies are used as much as possible.
- Avoid the use of aerosols as much as possible.

It is important for each provider to develop a routine for the day with each of the children's needs in mind. Children thrive when there is a consistent, flexible routine planned for them. Each provider should also remember to plan transitions when moving into another activity, meals, snacks, naps, or even arrivals and departures. If a provider needs assistance developing a routine, they are encouraged to call the office staff for help.

Physical wellness policy

Our programs promote physical wellness for all children as well as the provider in each of our day homes, and each program incorporates physical literacy into each day. We expect every day home to schedule blocks of outdoor time and physical movement throughout each day, as well as physical movement activities and invitations inside the day home. We also expect the providers and agency staff to model healthy living (refer to outdoor play policy below).

Providers are expected to

- Promote physical activity and minimize the time that children are sedentary.
- Provide a variety of recreational resources to support physical activities that are appropriate for each season.
- Intentionally plan experiences and activities to develop small motor skills.
- Participate in physical activities with the children.
- Plan physical experiences that are based on the skills, developmental needs and interests of each child.
- Adapt activities and experiences to ensure children with diverse capabilities can participate at levels that they feel confident.

Outdoor play

Outdoor play must be scheduled and entered into each day and in almost all weather conditions. Providers are encouraged to call the agency for guidance when they are forced to stay indoors due to inclement weather, and they must offer gross motor play and movement invitations for children inside. If provider has not taken the children outside during the day due to weather, they must note that on their programming sheet under outdoor play on that specific day and make the parents and agency aware.

If a child is unable to enter into outdoor play because of health, that child should not be in care until they are able to enter into daily activities.

Outdoor play is vital to each child's health and welfare, providers are required to offer sufficient, daily outdoor play blocks and if they need assistance in their programming they may call the agency for help.

Technology and social media policy

Agency staff, providers, volunteers or community stakeholders

When agency staff, providers, volunteers or community stakeholders are meeting with others in the office, working/visiting the day home, or attending meetings, they should use technology including, but not limited to, cell phones, tablets, computers, and laptops in moderation or not at all.

Our focus in this agency should always be the children in our care or on the job set before us. If we need to be on the phone or online in the day home we should be quick and always ensure that we are adequately supervising the children by keeping them in sight.

Children (both contracted and provider's own)

- Television, movies and online video viewing must be limited to 30 minutes per day, except on the rare occasion that a movie may be offered to enhance programming. Television, movies and online videos should not be offered every day.
- The provider must pre-view television programs, movies and online videos to ensure that they are developmentally appropriate, unbiased and culturally sensitive and does not contain violent or sexually explicit material. Parents should be consulted about television programs, movies and online videos offered.
- The provider will use television programs, movies and online videos that involve children actively (such as singing or yoga), or have an educational value (such as a nature show.)

- No television or other technologies should be offered to children less than two years of age.
- There should always be another activity available for children that are not interested in this activity and for children under two who are too young for this activity.
- Computer games are not used daily, and not for more than 30 minutes on any given day.
- Children must sign our technology form before entering into this activity to show evidence the activity was their choice and interest. Children can sign their names, use stickers, check marks, etc. and the completed forms should be kept in the provider's binder.

Agency staff, providers, parents, children, and all others involved in Wee R Kids Family Day Home Agency who utilize social media sites for personal and/or business use should refer to our Oath of Confidentiality when writing posts or sharing information on a social media or other internet sites. You will need to ensure that you are not sharing any confidential information regarding families, children, providers, homes, etc. or posting/sharing forms or agency paperwork online at any time.

If you are upset with a person, policy, standard or anything other, you need to ensure that you are not posting that information on the internet. Please communicate your feelings to the agency, parent, or provider and work out your issues in person. We encourage positive posting and sharing on our agency social media sites and personal advertising for providers and the agency. However we do not allow pictures of children, families, and agency staff to be used in advertising, social media or internet posting by providers, staff or other agency volunteers and visitors to the homes or agency. We also encourage our providers to use the internet and social media after contracted hours or during naptimes.

Day home bulletin board

Each provider will have a bulletin board displayed at the door for parents and visitors to view. Providers are encouraged to decorate the board and change the decorations regularly to make them interesting.

These are the documents that should be displayed on the board

(If you use thumbtacks, please ensure they are secure, and they are out of children's reach.)

- *Weekly menus* (may also be kept on the fridge)
The agency provides a menu form for use weekly. The provider must prepare nutritious meals and snacks (high in fiber, low in sugar, salt and fat) with a balance of nutritive value and a variety of foods. Serving portions should be suitable for the size and age of the child, as outlined in the Alberta family day home manual and according to the Canada's food guide. (Providers need to keep their used menus in their binder for future reference)

The provider should discuss the children's nutritional needs with their parents as their needs, likes and dislikes change over time, asking the parents, as well as the children, what foods they like or dislike and any food allergies (this is also covered at contract signing in the family registration package). Providers will do their best to make accommodations for special diets or needs.

- *Weekly/daily activity programming form*
The agency provides a programming form for use weekly and daily. Providers must post all activities or materials that are planned or set out for parents to see on Monday morning for each week. The first three sections, art, outdoor play, and indoor play must be filled in by Monday morning; however the remainder of this form will grow throughout the week as the provider observes the children's interests. If needed the agency consultant will help the provider plan activities to ensure that all children's developmental needs and interests are met.

When planning activities, providers need to ensure that each family's diversity is added to the programming. Please remember to use information you have collected about each child and their family in your weekly planning. Providers will also use their observations that are completed weekly to incorporate activities that meet each child's interests and developmental needs

- *Timesheet*

The parent or person dropping off and picking up each child is responsible for writing in the time of arrival/departure and initialing for their child each day and signing the form at the end of the month. They are signing to verify that these hours of care are correct.

Please remember that the time sheet is a legal document and therefore must be respected as such. The parents must not initial the time sheet and write in arrival and departure times ahead of time. Each time and initial must be at the correct time and on the correct day as initialing represents the transfer of responsibility of the child.

Never use white out on your time sheet. If someone makes a mistake, simply cross it out and initial the mistake. It is the provider's responsibility to ensure these forms are completed correctly.

Before you hand in your time sheet (at the end of each month)

At the end of the month, the provider must add up all the hours for each individual time sheet for each child in care. The provider must also fill out the information on the provider time sheet. All time sheets must be signed by the provider and all parents must sign their own child's timesheet. Ensure that each child's full name, birthdate and contracted hours are written on their time sheet at the beginning of the month.

- *Fire safety and evacuation practices*

Providers must post their emergency evacuation practice and their emergency drill in view for parents and visitors to the day home. The evacuation practice form is copied and handed into the office at time of contract signing and kept in our office in the provider's file. The emergency drill is handed in at the end of each year and kept in the provider's file in the office. The consultant will sign each month when completed and record on the monthly visit sheets. Providers must practice emergency drills at least once a month. Providers must also use their alternate exit at least three times in a year to be familiar with the exit and must ensure it is free of debris. Providers are asked to set their fire alarm off so that the children become aware of the sound and why we must respond to it.

Providers must communicate their emergency evacuation procedures to parents when they start care so that parents are aware of the procedure. Also providers are encouraged to tell parents the morning they will be doing a fire drill practice. Please also ensure you are doing these drills in a calm manner and helping children who are fearful.

- *Emergency evacuation*

In the event of a neighbourhood wide or region wide evacuation when providers are unable to go to their emergency relocation site, they are to relocate to the nearest allowable school or hospital. Once providers have arrived at the relocation place they must contact the agency to make them aware of the situation and contact parents to advise them of their location and where to pick up. Providers are responsible for supervising all children in a safe environment until parents arrive.

- *Child injury form (completed forms not to be posted, but kept behind the child's timesheet)*

It is important to keep blank copies of this form at the front door so that it can be easily accessed. This form must be filled out by parents or guardians when a child arrives at the day home with visible injuries or bruises. This form requires the parent's signature as well. When the parent signs the injury form, it releases the day home provider from being responsible for such injuries or bruises. Hand completed forms in at the end of the month.

Accommodating the needs of infants and children with special needs

The agency will have an inclusive contract with the regional office

Infant care

- There is sufficient continuity of care to ensure that every infant is able to form a relationship with the provider. As the provider comes to know the infant very well, she is able to respond to the temperament, needs, and cues of the baby to develop a mutually satisfying pattern of communication with each child.
- Providers will engage in one-to-one, face-to-face interactions with the infant. Providers will talk in a pleasant, calm voice, using simple language and frequent eye contact while being responsive to the child's cues.
- All interactions are characterized by gentle, supportive responses. Providers will observe, listen and respond to sounds that infants make, imitate their vocalizations and appreciate infants' sounds as the beginning of communication.

- Warm, responsive interactions with infants occur throughout the day.
- Observing the infants cues, the provider will be able to judge when the baby would like to be held, carried to a new place, or shifted to a new position.
- Providers will be especially attentive to infants during care routines such as diaper changing, changing clothes and feeding. The provider will explain what will happen, what is happening, and what will happen next, asking and waiting for the infant's cooperation and participation.
- Providers recognize that crying and body movements are infants' ways to communicate. Responses to infants' cries or calls of distress are calm, tender, and respectful.
- Providers ensure that every infant receives nurturing, responsive care.
- Providers frequently talk with, sing to and read to infants.
- Providers consistently respond to infants' needs for food and comfort, thus enabling the infant to develop trust in the provider.
- Providers adjust to infants' individual feeding and sleeping schedules. Infants' eating styles and food preferences are respected.
- Infants are always held with their bodies at an angle when being fed from a bottle.

If a special need child is in one of our day homes, the agency will ensure the provider creates

- Opportunities for children with special needs to interact with all children in a regular child care setting.
- Opportunities for children with special needs to better develop communication, self-help, problem solving and social skills.
- Opportunities for children with special needs to create warm and caring friendships.
- An atmosphere where children with special needs can grow and develop at their own rate in an environment that supports the development of a positive self-concept.
- A warm and caring environment where the child with special needs and their families are unconditionally accepted.
- An environment where the child with special needs will actively participate in all childcare activities.
- An environment where the provider will work closely and cooperatively with the parents of special needs children and various professionals on implementing specific intervention strategies.
- To keep the local licensing officer and the agency informed by submitting quarterly reports.
- A climate of acceptance.

The agency will ensure the provider follows all the above points for infants as well.

Hours of service and extended hours

At the time of contract signing providers are required to fill out a written statement indicating their regular hours of service. This will be maintained in their file and communicated to parents in their provider profile as well as on the parent provider contracts.

Each year after the orientation meeting in September, the hours of service will be filled out and resigned. This change can be done anytime throughout the year that changes occur.

When a provider is offering care before 6 am or after 6 pm from Monday to Friday, or anytime on the weekend there must be an extended hours of care contract (agreement) in place. The provider must provide the agency with prior written notice anytime they are providing care for more than 18 hours in a 24 hour period.

When providers offer extended hours the agency will

- Follow the same policies set out for regular hour day homes.
- Ensure that no provider shall offer child care for a child for a period of longer than 18 hours in any 24 hours without notification to the agency.
- Ensure that a provider offering childcare to a child for a period longer than 18 hours in any 24 hours must provide that child with time for sleeping.
- Arrange for the home to be visited on a monthly basis including weekends or evenings depending on the time of contracts.
- Ensure that providers will have access to an emergency cell phone (or after hours number) to call an agency staff member.

- Ensure the consultant will monitor that each school age female and male children are sleeping in different rooms, infants are sleeping in approved cribs, and all children have their own bedding.
- Ensure the provider makes a bath or shower available before bed or in the morning with supervision according to developmental needs. (Children must bathe/shower individually)

Backup care

When a provider is unable to care for their contracted children due to illness, emergency, closure to their home, etc. the provider has an established system for backup care which is approved by the agency and may consists of:

- Use of another approved contracted day home within the agency.
- An agency approved caregiver who can come into their day home to care for the contracted children. The requirements for an approved caregiver: at least 18 years old, obtains a valid criminal record check including vulnerable sector search, child & youth information module (CYIM) check, standard first aid and CPR level C, three positive character references and a medical form completed. This person is recruited in accordance with ministry standards and must meet with agency coordinator and/or consultant for approval by the agency and fill out a backup provider agreement package prior to providing care.
- A day home approved by the agency that is specifically designated for alternate care purposes only.

The contracted provider will inform the parent of care that is available and the provider will call the backup provider to help fill in the form or in the case of the caregiver coming to the provider's home, will have it filled in and ready for them. The parent will sign the agency backup form in the backup provider's home or in the provider's home if the care is offered there. This will ensure that consent for care is given prior to the children entering into care.

Backup fees are calculated by taking the child's monthly fee and dividing the fee by the amount of business days in the month, minus the statutory holidays (unless the child is in care those days.) Example: \$600 divided by 20 days for September = \$30.00 per day. Then multiply the number of days by that daily rate to calculate the fee. Both providers will note the fee on their monthly invoice and the agency will deduct it from the contracted provider and pay it out to the backup provider. If the provider uses a caregiver contracted with the agency, the provider will do the same calculation and pay the caregiver themselves.

Visitors to the day home

Personal friends and family of the provider are able to visit during contracted hours. Providers need to remember that this is their business and that parents, as well as the agency expect you to run it as such. Providers need to keep focus on the children and continue their day as normal.

If the provider's family or friends are staying in the day home for a short period of time such as a few days or a week, the agency and parents must be informed prior to their arrival. They will not need checks completed if their stay is short term. However, they will need to fill in an oath of confidentiality if they are over 18 years of age. If they have children, the children will be counted into ratio if they are less than 13 years of age. Providers will need to introduce the visitors to the parents and children. All visitors must observe standards and policies while in the day home.

Child guidance policy (discipline)

During the contract meeting, parents will read and sign our child guidance policy. During this meeting, the office staff will go over our child guidance strategies with the parents. Our agency encourages parents to discuss their preferred method of child guidance with their provider.

Our agency is committed to positive child guidance and will provide training so providers may establish good techniques and communication skills with their parents. This sets the tone for consistent child guidance strategies to ensure the child receives clear messages from the day home provider and the child's parents.

Providers will

- Set developmentally appropriate guidelines and rules, three simple rules include: the child cannot hurt themselves; the child cannot hurt anyone else; the child cannot hurt the environment.

- Model fair and considerate behavior with all children
- Have reasonable expectations
- Use clear communication and reasoning

Providers must never

- Inflict or threaten to inflict any form of physical punishment, verbal punishment, verbal or physical degradation, or emotional deprivation
- Deny or threaten to deny any basic necessity
- Use or permit the use of any form of physical restraint, confinement or isolation

When a child's behaviour with another child is unfair or hurtful, the provider must use non-blaming, developmentally appropriate language to assist the child to understand the impact of their behaviour on the other child. In the course of the daily activities, the provider coaches children to respect the rights of others. For example, the right of each child in a group to express their opinion, the right of each child to have their property respected

Definition of corporal punishment

The deliberate infliction of pain intended as correction or punishment. Physical punishment such as: slapping, hitting, biting, pinching, shaking, etc. Isolation or harsh verbal treatment will not be used with any child. If it is proven that corporal punishment has been used, a provider's contract will be terminated immediately without notice.

Positive guidance strategies

Natural consequences

Allowing children to experience the consequence of their own behaviour.

Logical consequences

Structured consequences that follow specific misbehaviour.

Time in

As opposed to time out a time in is when a provider removes a child from a situation and sits with the child to help them sort through their feelings of anger or frustration.

Redirection

This strategy usually works best with very young children. When a provider notices that a child is having trouble following the rules or is being uncooperative. The provider will get the child's attention and introduce another activity.

Transportation of day home children

- When a day home child is a passenger in a vehicle driven by the day home provider, the day home provider's vehicle liability insurance becomes effective. All providers must obtain liability of at least one million dollars per occurrence. It is the responsibility of both the provider and parent to ensure proper restraining systems are used for the children (example: infant seats bolted where required and the use of safety belts.)
- The provider will ensure that all older children and other adults in the vehicle use appropriate restraints according to transport Canada regulations when the vehicle is in motion, and adhere to all other applicable car safety rules as per transport Canada's regulations such as but not limited to arms and heads inside the vehicle.
- The agency does not accept liability for providing, installing, inspecting or supervising infant and child vehicle restraints, or for inspecting or supervising vehicles used for transportation. This is written on the provider and parent as well as the agency and parent agreements (contracts) which are signed by the parent.
- If providers transport children, the agency requires a current copy of insurance stating the amount of coverage, name of the vehicle insurance company, name of the insurance agency, their address, phone number, the vehicle owner's policy number and expiry date. This information is recorded by the day home agency on the administration visit sheet and a copy of the policy is kept in the provider's file in the office and updated yearly.
- We also require a letter from the insurance company and/or agency stating they are aware that day home children may be transported and that the children will be insured. This must be obtained by the provider.

- Permission to transport the children is written into the provider and parent agreement (contract) as stated in the family day home standards. Field trip forms are to be filled in prior to off-site trips, this includes walking as well as driving field trips and school pickups and drop offs. Forms must be filled out by the provider and signed by the parent anytime children leave the day home property. This paperwork is kept in the day home until the end of each month, and then handed into the agency.
- Transportation of day home children is an option for providers only. A provider's spouse, family members or friends are not allowed to transport day home children. If someone other than the provider has been found to have transported contracted children, the provider's contract will be terminated immediately.

Emergency transport

- In case of an emergency where a day home or area of town is being evacuated, and in the case that a provider does not transport, or cannot transport at that time, it may be necessary for office staff to transport day home children. In this case staff will either offer transport for these children, offer a warm car to wait in or will call 911 for emergency transport. Staff will have evidence of active insurance with at least one million dollars liability in office files. All parents will be required to read and sign waivers for transport in case of emergency situation.
- Staff or provider may also call 911 for emergency transport in situations where it may be unsafe for others to enter a location or where children may not have car seats. Emergency transportation would consist of ambulance, fire truck, police vehicle, taxi, provider's own vehicle, or neighbor's vehicle. Emergency transportation will depend on the urgency of the situation.

Emergency evacuation

In the event of a neighbourhood or region wide evacuation where providers are unable to go to their emergency relocation site, they are to relocate to the nearest allowable school or hospital. Once providers have arrived at the safe place they must contact parents and advise them of their location and have parents pick up. Providers are responsible for supervising all children in a safe environment until parents arrive. In a situation where parents cannot reach their children because of the emergency, providers will continue to care for their children until they arrive.

Consents for transportation and outings

- Parents must sign a transportation form to give consent for their child to participate each time the provider and children leave the day home premises. This form will state the destination, the route they will use, what mode of transportation will be used, how the children will be supervised and what times they will leave the day home and return.
- Safety rules are reviewed with children and the adults prior to each outing.
- Providers must take their first aid kit and the portable emergency records for each child and adult these forms state:
 - Child's name and date of birth
 - Parent's name, home address, work address, home telephone number and work telephone number
 - One emergency contact name and telephone number
 - Relevant health information including immunization status and medical conditions or allergies (if applicable.)
- Provider must always contact the agency prior to transportation to let them know they will be gone from the day home. This can be done at any time before the trip.

Bus transportation

Transportation by city bus is permitted by the agency, you will need to call our agency, (as with all transportation activities) to let our office know that you will be transporting by bus. Field trip forms will need to be filled out prior to your trip, as with all other field trips. Forms must state that you will be transporting to and from on the city bus and what bus numbers you will be on. Provider must advise each parent that city buses are not equipped with seat belts.

During the trip, children must be seated at all times in forward facing or back facing seats. If someone must stand, you may stand but your children must be seated. Children less than two years of age must be in a stroller during your trip not in car seats. According to the City of

Lethbridge web site your strollers must be maximum 20" wide and 48" long. You must either face your strollers to the front or to the back (facing you) not out to the side, and you must keep hold of the stroller at all times for safety purposes. Ensure that stroller brakes are on during your trip.

Choose to travel during uncrowded time frames if possible. As per the city's web site, the least busy times are mid-mornings and mid-afternoons. If the bus is too busy, please wait for the next one. Keep distance and time spent travelling age appropriate for all children. Do not cross road until the bus has moved on or unless you can clearly be seen by the oncoming traffic. Prepare activities for children during trip such as books, singing, etc.

Harness

Wee R Kids Family Day Home Agency allows the use of a harness during outings as long as written consent is given from the parents stating when the provider will be using them, how they will be used, how long the harness will be used for and who will be using them. It is understood harnesses will only be used during walks. If you are taking children to a playground immediately take the harness off to avoid a critical incident.

Biting

Biting can be an uncomfortable issue for parents in care. Sharing information about the causes of biting and plans for controlling the situation can help parents to put things into perspective. Biting can be quite common among young children and it happens for different reasons depending upon the child, their age or development, and the circumstances. The first step in learning to change the behaviour is to look at why it may be happening. Observation is very important when dealing with child behaviour. The agency will help in any way including offering training, resources and support visits.

SECTION 6: HEALTH, NUTRITION AND MEDICAL CARE

Smoking, vaping, alcohol, marijuana and edibles

Smoking of tobacco products, marijuana (including edibles and homemade edibles), or vaping is not permitted on the premises of the family day home during the provider's contracted hours. Smoking of tobacco products, marijuana (including edibles and homemade edibles), or vaping is not permitted at any time or in any place where children are being cared for during the contracted hours, including off-site areas and during field trips or other program-related activities.

Even though it is legalized for use the provider is not permitted to smoke marijuana or consume marijuana edibles nor are they permitted to drink alcohol prior to or during the care of day home children. The provider must not be under the influence of drugs or alcohol while offering contracted care, and if found to be under the influence of drugs or alcohol while caring for contracted children the provider's contract with Wee R Kids Family Day Home Agency will be terminated immediately.

All marijuana products (including edibles and homemade edibles) and paraphernalia, vaping products, tobacco smoking products including lighters and matches, and alcohol, and all products used with them must be kept in a room with a key locked door or in a key locked box or cupboard. The lock box or cupboard must not be within the approved day home space. If any products are found in the day home and not locked away, or the room where they're kept is found to be unlocked a provider's contract with the agency may be terminated immediately. The provider must also make the agency aware in writing that they or someone living in or staying in the day home is using these products and where they are kept and how they are secured. If the provider has a visitor to the home that uses these products the provider must follow the above policy to ensure they are made safe and the visitor must adhere to the policy while staying in or visiting the home.

Immunizations

Wee R Kids Day Family Day Home Agency requires two copies of each child's immunization record. One copy will be kept in the child's binder in the provider's home and the other copy is to be kept in the agency office in the family's file. Providers are to remind parents that immunizations must be updated regularly and every time they are completed a copy of the updated record must be given to the agency or provider.

If providers or parents choose not to immunize their children, a letter must be submitted to the agency stating the reasons why their child is not immunized. This letter must be dated and signed

by the parent or guardian of the child. The provider must inform the other contracted families in the day home, including backup care that there is a child registered who does not receive immunizations. The provider will do this without disclosing who the child is, in order to protect confidentiality.

Communicable Diseases

If the day home provider, a family member who resides in their home, a contracted child or family come into contact with a communicable disease (example: measles, mumps), the parent or provider must notify the agency within 24 hours.

If a contracted child or a provider's child is discovered to be infected with a communicable disease, the parent of the child must bring a note from a physician stating the child is healthy and symptom-free before the child can return. This child must also be able to enter into all day home activities in order to receive care.

Children who are ill

Any child showing symptoms of illness will be excluded from the program until illness is gone. These symptoms include:

- Vomiting, a temperature of 100.4 or above (which is a fever), diarrhea, or a new unexplained rash or cough.
- A child requiring greater care and attention that can be provided without compromising the care of the other children in the program.
- A child having or displaying any other illness, symptom the provider or agency staff believes may indicate that the child poses a health risk to persons on in the day home.
- A child that cannot enter into daily activities or play because of health or needs more rest than usual because of health.
- Children must always be kept out of care when they have a fever, no matter the cause.

A provider will assess illness by feeling the child's forehead, taking temperature with a thermometer and viewing any of the above mentioned signs or symptoms.

If a provider observes a child with symptoms of illness the child's parent or parents will be called immediately and the parent will arrange for the immediate removal of the child from the day home. If the parent or parents are temporarily unreachable, or unable to pick up the child immediately, the provider will call the emergency contacts to pick the child up and leave a message for the parent. While waiting for pick up the provider will keep the child comfortable and if at all possible, away from the other children.

The provider will record any illness, (including their own children) on both the Alberta Health Services child care facility illness incident log as well as on the agency illness log. These logs include the date and time the illness was documented, date and time illness was observed, date and time symptoms were reported to parent and agency, illness symptoms, date and time child was picked up. After child returns, state date and time, and the condition in which the child returned, example, 48 hours symptom free.

The child will only return to care when the provider is satisfied that the child no longer poses a health risk to others in the program and the child is able to enter into activities and play without restriction. The child must remain absent from the day home until they have been symptom-free for a minimum of 48 hours. In some cases, a physician's note will be accepted for care to resume. However not in the case of fevers or any symptoms that are deemed contagious, or when the child cannot enter into activities and play. In these cases the agency coordinator will have final say.

When a sibling is sent home due to illness but another is not showing symptoms, it will be the decision of the provider and if needed the agency coordinator to decide whether the other sibling can stay in care. It is normally better to have all of the family's children remain out of care in case the other/others are sick as well.

Providers are reminded of the agency's illness policies during the monthly visits performed by the day home consultant, through the monthly checklists.

Parents are informed about the illness policy at the time of contract signing and are encouraged to

read the parent handbook. They are referred as well to the agency website online. The parents give consent for medical care during contract signing on the approved form in the registration package.

Medication and/or medical treatment

When a family that has a child with a medical condition that requires special training (e.g. diabetes, asthma, Epi-pen for anaphylaxis allergy) is contracted in a day home it is documented in the registration package in the contract signing meeting and a medication form with consent and training information will be filled out by the provider and parent (the training needs to be completed before any treatment is offered.)

The training form connected to the medication form will then be filled out by the trainer (who may be the parent.) If necessary the provider, in partnership with the parent, will seek out further training from health professionals in the community to gain proper knowledge regarding the medical condition and therefore ensuring the safety of the child while in care. The training form will be kept in the provider's home and at the end of each month will be sent to the office.

The Medication and Consent form will be reviewed each month and if the medication or medical care is to continue, the forms will be re-written. You can have everything stored on the computer and in the case that training and information have not changed, simply update the dates and have everyone re-sign. The end dates for the medication or medical treatment should not go beyond one month.

In the case of medication or medical treatment, providers

- Must consult with the parent about special handling of children with medical conditions (example: allergies, diabetes, asthma, eczema, epilepsy)
- May require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (example: asthma attack and administering insulin). Documentation of training will be submitted to the office and will be kept in staff and child's file.
- Providers may administer medications to children in care such as prescription and non-prescription drugs, emergency medications and herbal remedies, (if they are FDA approved). In order to administer medications the provider must have prior written consent of the child's parent. Medication must be in the original container, have the correct child's name and information on it, must not be expired, and must be administered according to the label directions. If medication is expired and the child still is in need of it, the provider must return the medication to the parent and administer new medication to the child.
- When emergency medications are used to treat allergies, providers must be able to recognize the allergy symptoms and know how and when to administer the medication. Emergency medications must be available for the child at all times, including on outings. If the child needs emergency medications and the parent does not send the medications or they are expired, the child cannot attend care until a correct medication is in the day home.
- In all cases where medications are administered, providers must record the name of the medication, time and dose administered, initials of the person who administered the medication, provision of the health care, the length of time medications will be administered to the child (no more than a month for each form, updated forms filled out each month for long-term medications), and the description of health care.
- All medications must be locked up, excluding emergency medications (such as an Epi-pen) that must be stored in an area that is inaccessible to children such as the top of the fridge. The medications must also be taken on all outings, and stored in the first aid kit. This includes backyard play.
- Must observe children carefully for allergic reaction after the child has received medication or herbal remedies. If the parent has given their child any medications or herbal remedies prior to arrival the parent must fill out a medication at home form prior to care.
- Remember to hand in all medication forms to the office at the end of the month.

Nutrition and menu planning

Meals and snacks served at the day home should be served at appropriate times, in sufficient quantities (children should be able to ask for seconds) and in accordance with each child's needs and tastes including allergies and special diets.

Provider must ensure

- Meals and snacks are in accordance with the Canada Food Guide.

- Menus are created weekly and must be available as of the first day of each week to parents and/or the agency staff.
- The manner in which children are fed is appropriate to their age and the level of child development. The provider should help younger children, but promote independence as soon as the child is ready.
- Children should be seated while eating and drinking at all time. This includes outside eating and drinking water bottles and the behaviour should be modeled by adults.
- No beverages should be given to children while lying down or napping.
- Parent of infants must supply special foods (including special dietary requirements.)
- Providers must keep all previous menus in their binder and available for parents and/or agency staff to see.
- When the parent has chosen to supply the daily food or has sent a snack, the provider must encourage the parent to follow the recommendations of the Canada Food Guide. If the food supplied does not meet those recommendations, the provider must either supplement the meal or snack or send the parent home for different food.

Meal and snack times

- Providers shall sit with the children while they are eating and when possible eat with them. The provider shall create a pleasant conversation/family time with the all the children.
- Children should be encouraged to serve themselves and learn table skills without feeling pressured and should be helped when needed.
- The provider must handle spills and dropped food calmly. The children should be pleasantly encouraged to assist, as developmentally appropriate, to wipe up their spills and dropped food and should never be shamed.
- The provider should positively encourage children to try new foods or foods they are not sure they like. (This should be done in a positive non-shaming way.)
- Children may leave food on their plates when they feel they have had a sufficient amount or dislike a specific food.
- Children should be given sufficient time to eat in a relaxed way at their own speed and should never be shamed or talked about for eating slowly. They should however be encouraged to eat slower when eating too fast.
- Food must not be used as either a reward or a punishment.
- Provider should encourage children to help set and clear the table.
- Children who have finished eating may leave the table without waiting for everyone else to finish.
- Be sure there are interesting activities that children who leave the table can do while the other children are eating. They should be included in conversation with the other children while playing.
- Food handling procedures ensure that hot foods are kept hot; cold foods are kept cold at all times.
- Food preparation, serving utensils and surfaces are sanitized after each use.

Some points to remember at meal or snack time

- Any spilled food that falls on the floor must be thrown out and not returned to the child's plate. Providers must teach children that all dropped food has become dirty. Ensure that there is always more food you can give them and do not shame them for dropping their food.
- If a child plays with their food and throws it on the floor it is unacceptable and poor practice to force the child to eat it. This is where you will use positive child guidance strategies to teach the child why this is unacceptable behavior. If it is proven that a provider has forced a child to eat food from the floor the agency reserves the right to terminate a provider's contract immediately.
- Sippy cups and soothers that are dropped on the floor must be picked up right away and washed thoroughly before giving it back to the child. Teach children to sit while drinking fluids or hold young ones while they are drinking their bottle.
- Providers must make utensils available for use as much as possible. If you need to, assist a child with cutting food, mashing, etc. Do not handle food with bare hands.
- It is good practice for day homes to have child-sized tables and chairs and eating utensils that are appropriate in size for children.

Hygiene practices

- Providers must ensure that all areas where the day home children play, sleep, eat and use washrooms are clean and disinfected regularly throughout the day and week including doors, rugs, floors, bathrooms, toys, doorknobs, dishes, tables, chairs, counters, mats, blankets, pillows, entrance way, outdoor yard, etc. Please refer to your “Alberta Health Services Child Care Facility Environmental Public Health Information Manual.”
- The provider must fill out "Cleanliness Checklist" daily/weekly as it applies. Agency consultants will view checklists during monthly visits and they need to be kept in the provider's binders after they are completed.
- Providers must wash their hands according to the Chinook Health Region's "Hand Washing" guidelines. The consultant will ensure each provider has this sheet.
- Diapering procedures are to be done according to the handout used by the agency. Provider's and child's hands must be washed both before and after changing a diaper or helping with pottyng. Disposable diapers are to be disposed of in a container with a tight-fitting lid. Diapering surfaces and potty chairs must be sanitized with bleach water after each use.
- Toys, bedding, pillows, play clothes, sand tables, water tables, and texture tables are to be cleaned accordingly.
- Each child must have their own labeled personal grooming items, bed linens and bottles.
- Pets are to be vaccinated regularly and a copy is to be given to the agency to be kept in the provider's file. Pets are to be kept well groomed and cleaned. Pet hair should be cleaned up immediately. Cat boxes, pet food, water dishes, and animal feces must never be accessible to children. Reptiles and amphibians must be kept in safe aquariums/cages and in a room that is not approved for childcare or accessible to children.
- Providers establish daily routines for napping and healthy eating practices.

SECTION 7: SAFETY AND EMERGENCY:

- Providers are required to have a current first aid and CPR level C certificate (which covers the child and infant portion.) First aid courses need to be approved by the agency and cannot be completed online. Certificates must be completed every three years prior to their expiration date.
- First aid supplies must be kept stocked and stored in a kit out of children's reach.
- Providers must fill out a portable emergency record for each child in care including their own children as well as themselves in their first aid kit. They must have photos of each child as well as themselves on their portable emergency record and laminate them or keep them in a closed zip lock bag. They must update each record as information changes and ensure they have a portable emergency record for all backup children in care.
- First aid kits with portable emergency records must be taken whenever the provider and children go outside (backyard play as well as walks, field trips and school runs.)
- Providers who are transporting children must keep a first aid kit in their vehicle or take the one from indoors with them.
- In accordance with the agency policies, providers must use the agency form and have written emergency plans for evacuation procedures and an evacuation route posted in their home.
- All children, as they are developmentally able, must know the designated meeting place outside the home in the event of an emergency. Emergency drills will be practiced and recorded monthly (this includes checking smoke alarms, carbon monoxide detectors, and fire extinguishers). Providers will record these practices on the agency emergency drill sheet which will be posted on their board and handed into the office at the end of each year. This will be monitored monthly and initialed by the consultant during visits.
- Emergency numbers and evacuation procedures are recorded on the agency emergency and alternate care form and must be posted in the day home. A copy of this form will be kept on file at the office.
- There must be two means of escape from each room that is used by the day home children. Providers must use their alternate exit at least three times each year to be familiar with both exits and must ensure each exit is free of debris and kept safe.
- A working landline telephone is required in each day home. The provider is encouraged to have a corded phone as well in case of power outage.

- All providers must have a mobile phone and ensure they have it when they leave to play in the back yard, on field trips, school runs and emergency relocations so they are able to keep in contact with the office, families and emergency services.
- Providers must know the procedures for calling for help; this will be checked on monthly visits.
- All medications and vitamins must be kept under lock and key, including provider's own. The day home must have two lock boxes with lock and key, one for the fridge and one for medication that does not need to be kept cold.
- The provider must check play areas both inside and outside for safety and cleanliness. They will have a checklist to mark for each area. These areas will be monitored on monthly visits.
- Playground safety as well as proper bicycle and walk safety is also expected and monitored.
- Toys, materials, furniture, and equipment must be checked regularly for safety.
- Rooms with bunk beds or loft beds are to be made inaccessible to children at all times, children will not be permitted to nap or sleep in rooms with bunk beds during day home hours.
- Walkers are not allowed for use in Canada, nor in the day homes.
- Children must never be left unattended in highchairs and booster seats nor should they be left for long periods in this equipment. All highchairs and booster seats must have safety straps that are secure fitting.
- Safety door knobs, locks on cupboards and safety gates must be used to keep children out of areas that aren't approved.
- All blind cords must be kept short or up and out of the reach of children.
- All electrical outlets in approved areas must have safety covers. Electrical cords must be shortened, tied, and out of reach.
- Safety gates at the top of the stairs must be bolted securely into the wall or secured safely. Pressure gates are not permitted at the top of stairs. Pressure gates must be used at the bottom of all stairs.
- Poisonous plants must be made inaccessible to children both indoors and out.
- Firearms and weapons such as hunting bows, hunting knives, etc. must be kept in a room or locker with a lock and key and out of approved areas. Ammunition must be stored in a separate area and locked with a key and lock. There will be no exceptions made.
- All chemicals, personal care products and household cleaning products must be stored inaccessible to children.
- All alcoholic beverages must be stored securely (locked with a lock and key) out of children's reach. No alcohol shall be kept in the refrigerator that is used for day home food during contracted hour. This will be monitored monthly.
- Non-toxic art and craft supplies are to be used as much as possible in the day home.
- The use of aerosols, both inside and outside, is to be avoided as much as possible.
- The use of pesticides, both indoor and outdoor, is prohibited when children are present. Children are to be kept away from indoor areas where pesticides have been recently applied or kept indoors if pesticides have been recently applied in the outside area around the home, for as long as is recommended by the local health authority.

Liability:

- Please refer to the agency and provider agreement (contract) as well as the provider and parent agreement (contract.)
- If a provider transports children, transportation forms need to be filled out by the provider and must be read and signed by the parent prior to each trip. All insurance paperwork including a letter of awareness must be handed into the office prior to transporting children and updated each year prior to the due date.

Child welfare protocols

Handouts are given to each provider at contract signing regarding child welfare and abuse situations. The agency will continue to bring in new and updated information and teachings focused on this topic.

Child injury form

The child injury form must be filled out by parents whose child arrives at the day home with visible injuries or bruises that were not from an injury at the day home. This form requires the parent's signature. The parent must sign the injury form to release the day home provider from responsibility for those injuries or bruises. A provider may also wish to take photographic evidence of the injuries. The provider will need to inform the agency about this incident as well as hand in the document to the agency at the end of the month.

Page | 34 *Incidents and critical incidents*

Agencies must report to the authority the following incidents immediately of learning of the occurrence.

A critical incident is defined as follows

- An emergency evacuation
- Unexpected program closure
- An intruder in the provider's residence
- The death of a child
- A serious illness or injury to a child that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight
- An unexpected absence of a child from the program (lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home
- The commission by a child of an offence under an act of Canada or Alberta
- A child left unattended in the provider's home outside of the provider's operating hours
- An error in administration of medication

If the incident involves the serious injury or death of a child, allegations of abuse or neglect of a child (including the provider's own children) by a provider or another resident of the home, the agency must immediately contact the local police service and/or child intervention services as well as CFSA and the provider's home will be closed immediately until the completion of the investigation.

If a critical incident occurs in a day home the provider must call the agency as soon as they are able to (once they have contacted emergency services and the parents if applicable). The agency must then contact their licensing officer or the on call licensing officer. If on the weekend, holidays or in the evening the agency will need to call 1-800-638-0715 immediately. The agency is required to complete the CFSA's incident form and submit it within two days of the incident. If an investigation is required the agency will have 12 business days to complete and submit it.

All critical incidents are analyzed annually by the agency, and an annual report is submitted to the regional child care office.

Closure of day home

As stated above there are specific incidents that will require a provider's home to be closed immediately, until the completion of an investigation by the agency, CFSA, police services and/or child intervention services. The provider as well as the contracted parents will be notified of the day home closure by the agency coordinator and the parents will be offered backup care when available.

During the investigation process the agency staff will offer support to the families and providers through regular telephone contact, and/or extra visits to the backup provider. Parents and providers are made aware the critical incident policy during contract signing.

When an investigation by the agency is required the investigation will be conducted by the consultant in partnership with the coordinator, and may or may not include the involvement of the agency owner.

Reporting incidents, emergencies and communicable diseases

When an incident occurs, a provider must; obtain emergency medical assistance and/or perform first aid and/or CPR as required and then notify the parent or emergency contact if parent is unavailable, notify the agency and participate in the incident report as well as investigations conducted by the agency and/or the CFSA or other law enforcement agencies as required. The

agency is required to call the CFSA office during office hours.

When an incident occurs during extended hours of operation the provider will follow same steps as above, with the exception of calling the agency, the provider will need to contact the office staff on their after-hours phone number. The office staff will then follow up by calling the crisis line and asking to speak to a Lethbridge on-call worker to make the initial report, and then follow steps as directed by the local duty worker.

Any incident investigations will be completed by the coordinator with support from the coordinator and if needed the agency owner. All investigations will be documented, and the information and statements from all those involved will be collected and a copy of the completed report will be sent to CFSA for review. Completed investigations will be kept in the provider's file for two years.

All providers are informed of the procedures for incidents initially during contract signing in a one on one meeting with agency consultant and annually thereafter the orientation/contract renewal in September.

Communicable Diseases

When a child in contracted care or the provider's child has a communicable disease the provider must inform the agency as soon as they are aware. The agency will then report the incident to Alberta Health Services and inform the parent that the child may return to the program only upon receiving a physician's note and able to participate in activities.

SECTION 8: COMPLAINT PROCESS

Complaint process (of a provider)

Any complaints made by a parent, guardian or member of the community against an agency contracted provider need to be investigated by the agency staff.

Once a complaint has been received a complaint investigation will be completed by the consultant. If a complaint is reported through agency email or voicemail when the agency is closed, it will be handled by the consultant once the agency re-opens. The consultant will record the information given and contact the complainant (if contact information is left) for more information and will complete an investigation using the agency complaint forms. Once the investigation is complete the results will be sent to the licensing officer within the month it was received and will be added to the end of month CFSA complaint report.

If a parent contacts the agency with concerns about their provider they are encouraged to approach their provider first to see if they can resolve the concerns together. If this issue cannot be resolved or the parent is unwilling to approach their provider the agency representative will inform the parent that anything they share with the agency will be documented and followed up by the consultant with the provider and a complaint investigation will be completed. The agency will explain to the parent that once the complaint investigation is complete an agency representative will contact the parent and share any findings.

The agency representative will document the conversation using the CFSA approved agency contact form. The parent will be asked to complete a statement, sign and return it to the agency.

The agency representative will call the agency's licensing officer to report the complaint. The provider will be contacted and a meeting date at their home will be scheduled. The Consultant will visit the provider for the scheduled meeting and will observe her care of the children and ask the provider questions regarding the complaint.

The provider will submit their statement and will sign and date it. All witnesses will be contacted (if applicable) and a phone interview will be completed with all statements being signed and returned to the agency.

The consultant will complete and sign all forms and collect all the statements submitted. If they have found reason for concern, the next step could be extra visits to the day home for a specified time, a disciplinary measure, or termination of contract. If no concerns are found the complaint investigation will be closed and the results will be submitted to the licensing officer. At the end of

the month the coordinator will add the complaint and findings to the CFSA monthly complaint report. Completed investigation as well as statements and evidence will be kept in the provider's folder. Outcome of investigation will be communicated with complainant and in the case that the complaint is regarding care or treatment of a contracted child and the complainant is not the parent, the agency will also contact them to inform the parent of the outcome.

Complaint by providers

- Of family in care: providers are encouraged to talk to the parents first if they have any concerns that need attention. The provider may contact the agency for direction so that concerns are dealt with fairly.
- Of the consultant: providers are encouraged to talk to the consultant first to resolve any issues or concerns they may have. If the provider feels the issues or concerns are not being addressed, they are asked to contact the coordinator. If the provider feels their concerns are still not being met, they should contact the agency owner or the licensing office.
- Of the agency: providers are encouraged to talk with the coordinator and/or agency owner first to resolve any issues or concerns they may have. If the provider feels the agency has not addressed the issues or concerns, they should contact the licensing office.

SECTION 9: COMMUNITY STAKEHOLDERS

Standard five of the former Alberta child care accreditation standards explain the importance of community involvement in the day homes. "Child care programs collaborate with community organizations and services to respond to the needs of children and families they serve. Child care programs are able to best meet the diverse needs of the children and families they serve when it establishes positive and collaborative relationships with the existing community partners and agencies."

It is important for the agency as well as each day home provider to maintain a collection of information on resources and services for children and families. This enables us to better help families and children as needed. It is also expected that we, as the agency, as well as the providers assist families to connect with community organizations that meet each family's needs.

Within this standard we are also expected to invite community stakeholders or agency representatives to take part in or support the child care program. This can be done through field trips to community organizations, businesses, or other, or by having those community stakeholders come into the day home to visit.

When a stakeholder visits the day home, the community stakeholders will be expected to fill in our stakeholder's orientation package prior to the first visit to the day home. This orientation package includes: an oath of confidentiality, code of conduct, a stakeholder's agreement, and a handbook agreement form. (The stakeholder will be expected to read the handbook online prior to signing the form), in the case of a stakeholder visiting on a regular and continued basis, the stakeholder will be expected to acquire a criminal record check (with vulnerable sector check) and a CYIM check within the first month of visiting the home. This orientation will be conducted by the day home provider and handed in to the agency. The original will be kept in the office and a copy will be given to both the provider and the community stakeholder. The provider will be expected to keep a copy of the documents for the duration of the stakeholder's visits. Once the stakeholder's visits end, the provider will be expected to hand in the documents for proper disposal. If the stakeholder visits continue in the home they will be expected to hand in these updated documents every three years.

SECTION 10: FAMILIES

Wee R Kids Family Day Home Agency offers information and assistance to families when looking for care and choosing a family day home service. Agencies refer parents to other services and resources as needed.

Our agency as well as our contracted day home providers offer an open door policy for families. Contracted families may visit our office, their day home or backup day home at any time during operating hours with or without an appointment. For longer conversations an appointment may be appropriate to ensure that a staff member or provider can spend adequate time to meet the needs of the parent.

Our agency staff will assist prospective parents with everything they need from choosing a day home provider to registering their children with our agency. We will also do our best to help resolve any issues that may arise during this process. Before placing a child in a provider's day home, the agency must complete the full placement and registration process.

During the placement process, agencies will

- Communicate with parents to determine the family's personal preferences and requirements for child care (example: location of the day home, are pets okay, hours of care required.)
- Provide a list of suitable homes for parents to visit and assess.
- Coordinate child care contracts between the parent and provider and ensure all paperwork in the registration package is signed and filled in by the parent or guardian.
- Ensure that all parties have copies of the completed registration documents and agreements (contracts) either in paper or electronic form.

Services for parents during the placement process

Agency staff offer parents information and assist them with choosing and contracting with a day home. Agency staff will refer parents to other services and resources when needed.

Agencies will assist parents while contracting the family with a suitable day home. The agency will also work to resolve any issues or concerns that may arise during the registration process. During the contract meeting the agency staff will show the parents the day home provider's profile that will give information such as results from their monthly visits, complaints received, and any incidents that may have occurred in the provider's day home while contracted with the agency.

Parent involvement in day home

At the time of registration, parents are emailed an updated parent handbook which explains our philosophy, the service we provide, information regarding monthly payments of fees, provider and agency responsibilities, and parent responsibilities.

Parents are encouraged to approach their contracted provider in person with any concerns regarding the day home, hours of care, child care, child guidance, etc. as soon as a concern arises. If their concerns are not resolved, parents are encouraged to approach the agency coordinator to mediate the situation or further assist them.

Parents are encouraged to participate with their child in the day home and the day home activities. The more their child experiences the parents participation in their day, the more the child will thrive and learn both at home and in care. Parents are encouraged to share favorite recipes, information about their culture or background (which helps providers promote understanding and cultural awareness), favorite stories and any other information about the family's life so that the children receive a strong sense of belonging.

Communication with parents

- Parents will be asked to fill out an agency evaluation form each year.
- Open communication is encouraged between the provider, agency and parents.
- If problems cannot be resolved between the provider and parent, the agency will assist with mediation between the two parties.
- All contact between the agency and the parents will be documented and kept on file in their billing account.
- There will be contact made by the agency with the parents as the need arises.

Children's required supplies

The parents are responsible for supplying the following items:

- Diaper wipes (enough for each day)

- Diapers or pull ups (enough for each day)
- Creams for the diaper area (no medication forms required for store bought creams that are non-prescriptions.)
- Car seat or booster seats that are appropriate for each child (if transported)
- Sunscreen and bug spray (form required every six months)
- Hats for all weather especially wind.
- Shoes and coats every day, even for infants.
- Snow suits, mittens, hats and boots for cold or snowy weather.
- Bottles, milk, formula and baby food for infants and any special foods the child may require.

Parents are expected to bring at least one complete change of clothing including socks, underwear and shoes every day. Parents must ensure they supply the day home with seasonally appropriate clothing and outerwear. Layered clothing is important in all weather as weather can change throughout the day. More underwear needs to be supplied when child is very young or when potty training is being done.

If the parents do not bring the required items when dropping the child off, their child will be sent home with the parent at the door until the items are supplied.

Provider must ensure that the car seats and booster seats meet governmental guidelines, they must be used as per manufacturer guidelines and the car seat and booster seats must not have expired.

SECTION 11: ADMINISTRATION & AGENCY OFFICE

Office hours and closures

Our agency staff work from Monday to Thursday 8:00am to 4:30pm and are on call the same hours on Friday. There is not always someone in the office so it is important to call and book a meeting time. There is a slot in the door for drop off of paperwork and payments.

Our office and day homes are closed for all statutory holidays as well as during the Christmas holidays from Christmas Eve until after New Year's Day. Please ensure that you have back up for those dates as care will not be offered from our providers.

Financing and budgeting

All financial records are kept up to date on a quarterly basis so that funds can be budgeted for the agency. There will be money allocated to advertising, recruitment of home providers, professional development, and where the coordinator or owner deem necessary.

Monthly payment of office staff

The agency is responsible for paying the consultant and coordinator on the last calendar day of the month. The agency staff will receive their hourly wage paid by the agency in addition to the top up dollars funded by the government for the current month's wages. The staff will have banked four percent vacation pay that may be added to a specified month's payroll upon the approval of the agency owner or at the time of the staff's holidays.

Monthly payment of contracted providers

Each month the agency is responsible for paying providers their monthly child care fees for that month, government funding for the previous month (based on the hours claimed on their timesheet to a maximum of 181 hours monthly) and full infant incentive funding for the month. Government funding is paid to the providers after the agency has received funding from the government. Providers will claim for their funding a month behind. There is a four percent administration fee charged each month deducted from child care fees for the services provided by the agency.

Providers will receive their pay cheques on the 12th of each month. They can pick their cheques up from the office on that date or have someone else pick them up (the provider must provide the office staff the name of the person they are sending and must let them know they will need to show photo identification when they pick up.)

Timesheets

Time sheets may be used as legal documents. If a mistake is made on a timesheet the parent and provider must initial it and cross out the mistake. White out is not permitted on any document used in the agency.

The parents must

Write in the time of arrival when they drop their child off, the time of departure when they pick their child up, the number of hours for care used in the day, initial daily both in and out, and sign the form monthly and only at the end of the day (initialing, writing in the arrival and departure times, and signing in and or out ahead of time is not permitted as this may cause safety issues).

The provider must

- Ensure all initials and signatures are in place.
- Add up all the hours of each child for the month.
- Sign the bottom of each timesheet at the end of the month and fill out all the information that pertains to the provider or care of the child at the beginning of the month.
- Add the backup children (if applicable) on the provider's timesheet (if the children attended a contracted day home for backup care) following the same guidelines.
- The timesheets (and invoice) are expected in to the agency by the first business day of the coming month by 8:00am. The provider may email a photo or scan of each sheet into the agency on the first business day of the month by 8:00am and give the original documents to the consultant during their monthly visit.

Providers can either deliver their end of month documents to our office or scan/photograph both the timesheets and invoice and email them to our office by 8:00am on the first business day of the month. If emailed, the originals can be left at your home with your other end of month documents until your monthly visit. It is your responsibility to remember to send these documents with the consultant, or you will need to bring them into our office during office hours (unless it was the provider's last month, they can still email on the first business day of the month by 8:00am, but will need to deliver their paperwork, as well as the end of contract paperwork to the agency prior to the 12th of that month.)

Providers must check timesheets carefully to ensure all signatures and initials are in place, information is correct and the hours for each day and the month are added up correctly before emailing or handing into the agency on the first business day of the month by 8:00am. If the agency coordinator finds missing initials, signatures or any incorrect information or additions on the timesheets, the agency will hold the provider's pay cheque until everything is in place and corrected by the provider.

Timesheets must be handed in by the first business day of the month by 8:00am electronically or by hand. If the timesheets are not into the office by the 8:00am deadline, the pay cheque will be held for one day, if the timesheets are late additional days or end of contract paperwork is late, the pay cheques for that provider will be held back a day for each day late.

Collection of fees

Agency fees are reviewed annually in August, and providers review and make changes to their monthly fees as they deem necessary. Any change to fees by the provider or the agency requires a one month notice in writing to the parent and the agency (for provider fee changes.)

A \$150.00 deposit per child is due at contract signing. This money will be deposited into the agency bank account and will be held even after care has ended for subsidized parents until the agency is assured that subsidy will not return for any fees for any month of care. If the child's hours were lower than subsidy has allotted during any month of care the deposit will be kept to pay for any amount subsidy reclaims. If the deposit does not cover the reclaimed amount, the parent will be responsible to pay any outstanding fees. Subsidy can reclaim money at any time after care has ended. If the family does not have subsidy the deposit may either be applied towards the last month's fees, or returned to the non-subsidized parent once the child care is complete. Be advised, the agency may take up to a month to send payments back to the non-subsidized parent due to billing dates.

The full deposit is not refundable if contract is terminated before care has begun, within the first

month, or if no notice is given to care termination by the parent.

The full agency fee is due each month regardless of the child's hours claimed, this includes the first and last months of care.

Each month the parent is responsible to pay the total parent portion owing. This amount is the total of the provider contracted rate (which is set by each provider), and the agency fee of \$60 minus the eligible amount of subsidy dollars (if applicable.) An invoice will be created by the agency coordinator and emailed to each parent indicating amount owed for the upcoming month and will be delivered by email by the end of each month.

Payment policy

Payment for care is due on the first business day of each month unless a payment arrangement is made by the parent and accepted by the agency coordinator. Parents are expected to make payment on or before payment due date. If payment is not received by 4:00pm on the payment date care will be suspended without notice and a 35% late fee may be added to the total. Full fee including late fee must be paid for care to resume. If there is a payment arrangement on the account, it will be reset to the first of each month once payment is received late. If the payment is late for a second month, care may be terminated without notice, and a 35% late fee may be applied. The agency coordinator reserves the right to terminate care when payment is late and the parent will be billed for care on days used only for that final month. However if payment is not received a 35% late fee may be applied. If payments remain unpaid for three months past due amount will be sent to a collection agency.

The provider will be paid out for hours of service provided only. When no notice is given and no care is given providers may charge the two weeks in lieu of notice but will not receive payment until the agency collects (the agency will apply the deposit towards the two week fee.)

Returned payments (NSF cheques)

When a cheque is returned by a bank or financial institution (NSF) the agency will apply a \$35.00 fee to the family's account. Payment to replace the returned cheque amount and the \$35.00 service charge will be required prior to care resuming and will be accepted by cash, money order or e-transfer only.

Subsidy

If a parent is interested in applying for subsidy, they can visit the government website at www.child.alberta.ca where they will receive an estimate of what they would qualify for. Parents can apply for child care subsidy on the same website. Any paperwork that is required must be submitted prior to the deadline indicated on their application. Parents may call subsidy to ask questions or to check on their status 1877-644-9992 but they must apply online or in person only.

The provider and agency fee is due on the first day of care. The agency will use the estimate of subsidy given for the first month of care to determine the parent portion due and will expect the parent to call the office as soon as they are aware of the subsidy approval. If subsidy is not approved, the parent may terminate child care without notice in the first two weeks of care and will be charged for only the days used.

Subsidy information and payment

Subsidy is the parent's responsibility and the parent must pay close attention to all communication from the subsidy office as well as subsidy expiration dates. They must make sure they renew their subsidy before it expires and hand in any documents or information that are asked for by the dates given. Childcare will be suspended if they allow their subsidy to expire and if they are not able to pay the full monthly fee due. As a service to the parent, Wee R Kids Family Day Home Agency will send reminders in their monthly invoice for subsidy renewals or subsidy changes that we are aware of. The agency receives subsidy on the parents' behalf and subsidy amounts and dates are communicated to the agency by subsidy on a summary statement weekly online. If there are any discrepancies in the amount of subsidy the parent will be notified by the agency coordinator so that they may contact Subsidy for clarification. If it is not an error on the part of subsidy or the agency the parent (as stated above) will be responsible to pay the amount owing. If there is a discrepancy between the agency and the parent, we will go with our amount until we are updated from subsidy

online or provided with paper documentation sent to the parent which we will copy and keep for our records.

Withdrawal policy

The parent or provider are responsible for providing two weeks written notice to all parties prior to ending contracts after the first two week trial period (in that case they may leave or end care without notice). In lieu of notice (if care needs to end immediately) the provider will give back the two weeks fee or the parent will pay the two weeks fee depending upon who is ending care. However, when a provider is closing their day home they must give one months' notice in writing to each parent as well as the agency. This will ensure enough time for everyone to find alternate care.

Clarification

If a parent does not give notice and does not show up for care and the provider is not able to contact them the provider may charge the two week rate. However the money for these two weeks will not be paid out until the agency has collected the money from the parent. If the parent informs the provider they are done immediately and will not be bringing their child, the provider will inform them that we require two weeks notice or payment for the two weeks and direct them to contact the agency.

The agency coordinator will then contact the parent to inform them of the amount owing and send an updated invoice to their email address. Again if they are not using the care, the money will not be paid out for this fee until the agency collects the funds. If a parent has not given any notice, does not bring their child for a period of two weeks without contacting the agency or provider the agency will consider this their notice and apply their deposit to their account and send them an updated invoice with the amount owing (the provider may charge the fee and will receive the funds once collected by the agency).

Provider meetings

All providers are encouraged to attend the meetings as the purposes for them are for professional development of the child care professional as well as getting information about the agency, licensing, training, etc. to the providers. Each provider must have planned child care for their children and set aside time for the meetings prior to the meeting dates.

The meetings will be held each year in March, April, May, June, September (orientation and contract signing), and October. There will six meeting times per year. Providers are expected to add the teaching from each meeting attended to their yearly training plans and must also add additional training on their own through the year.

Agendas will be handed out at each meeting. Agendas will address any actions or responsibilities determined from the previous meeting. Meeting minutes will be recorded and will reflect the contributions of the child care professionals in attendance. Minutes will be available for review to child care professionals via the web site within the month.

Contract resigning and paperwork

Agency and provider contracts are signed during the initial startup of each provider's day home and are re-signed annually. The contract package will be discussed and handed out in the September Orientation meeting and they are due, completed and signed by the last day of September. If a provider has not signed and completed their full contract package and handed them into the office by September 31st, they will not be able to open for care on October 1st and will remain closed until the documents are handed in and complete. The contracted families will be offered backup care within the agency and the provider will not be paid for any days they were closed.

Clarifications

The agency requires all documentation to be completed prior to signing initial contracts as well as upon expiration of documentation (example: insurance forms, pet immunizations, criminal record and CYIM checks etc.) Failure to provide required documentation will result in the suspension of the operation of the day home and the contract children will be placed in backup care until all documentation has been handed into the office. The backup care will be provided up to a maximum of two weeks. If paperwork is not in place after the two weeks, contracts will be terminated with the provider. Any fees associated with the backup care will be deducted from the



provider's final cheque and paid out to the backup provider and the remaining provider monthly fee paid for that month will be returned to the parent.

Confidentiality

Providers will ensure that any information obtained from or concerning a child or family will not be disclosed to any other person other than the day home visitor, coordinator or owner of Wee R Kids Family Day Home Agency without the expressed written consent of the parent or guardian.

Providers are reminded that they are not to post anything on any social media or other online sites regarding the contracted children or families and are cautious what they post about the agency. Failure to comply may result in the termination of their contract. All adults involved with Wee R Kids Family Day Home Agency must sign a confidentiality agreement prior to working with or entering into care with our agency including those who live in the provider's, consultant's or coordinator's homes.