



**FAMILY
DAY**

Home Child Care Family Handbook

January 2026

Family Day’s licensed Home Child Care Program is child care in a “family style” setting with flexible hours, family groupings and the opportunity for siblings to be in child care together.

The Caregiver develops a well-rounded program for children by combining indoor and outdoor activities. Family Day contracts with Caregivers who provide child care for children from infancy to 12 years of age, with a maximum of six child care children (no more than three children under two years of age).

Family Day is a licensed child care agency under the Child Care and Early Years Act 2014 (CCEYA). We offer Home Child Care programs in Peel Region, Toronto and York Region.

Your Caregiver / Educator

Name _____

Address _____

Telephone _____

Email _____

Your Home Child Care Coordinator

Name _____

Address _____

Telephone _____

Email _____

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Welcome to Family Day

We are pleased that you have chosen Family Day. This handbook will give you information about our Home Child Care program.

At Family Day, our dedicated staff and Caregivers/ Caregivers/Educators will work to offer your child the best possible care and early learning opportunities.

Our programs are based on developmentally appropriate practices and are supported by well-researched and well-supported early learning curricula. Our approach provides children with a solid foundation for lifelong learning. The children experience a happy and secure environment that helps them to feel more confident as they gain new knowledge and understanding of their world.

Our relationship with you is as important as our relationship with your child. Together we will provide your child with a wonderful early learning experience.



Diane Daley
Chief Executive Officer



We Believe...

- ✓ *Every child is unique.*
- ✓ *Every child has a natural desire to learn.*
- ✓ *Children learn best when they are actively involved with people, materials, ideas and events.*
- ✓ *Early learning and care programs should provide positive and healthy environments and be inclusive of all children.*
- ✓ *Parents/guardians are the most important Caregivers for their children.*
- ✓ *All families should have equal access to our programs and services.*



About Family Day

Family Day is a non-profit, charitable organization with a long and distinguished history of providing services to children and families. For more than 170 years, we have maintained a strong legacy of innovation.

We were one of the first organizations in Toronto to provide orphanages in the 1850s, were a leader in the development of supervised foster care in the 1920s, and were one of the first in Ontario to develop day nurseries in the 1940s. Today, Family Day offers a wide range of services to children and their families in locations across the Greater Toronto Area providing programs year-round—from January through December.

Licensed Home Child Care

Family Day offers family-style care for children from infancy to 12 years of age. Caregivers/Educators are carefully selected by the agency and given training to assist them with the development of child care businesses in their own homes.

Extended Day and School Age Programs

Our programs offer before- and after-school activities for children aged four to 12 years of age. Children are encouraged to play, learn and become more independent through programs that are safe and stimulating.

Child Care Centres & Early Learning and Family Centres

We provide care for infants, toddlers and preschool children. Our Caregivers/Educators follow the research-based HighScope® approach that encourages children to be active learners while being supported and challenged by caring adults.

EarlyON Child & Family Centres and Family Resource Programs

We offer free programs and resources for families with children up to six years of age. These programs help children develop social, communication, and early literacy skills, and help parents enhance their parenting skills.

Toronto Integration Services Program

Our program provides support to child care centres and home child care agencies to fully include children with extra support needs in their programs.

The Creative Zone

The Creative Zone is a great resource for recycled creative materials for child care Caregivers/Educators and school teachers in the Region of Peel.

Summer Camp Programs

Family Day's summer camp programs offer children aged four to 12 years of age a wonderful summer experience that includes field trips and enrichment activities in sports, art and drama.

Homework Plus (York Region)

Our innovative program offers enrichment and skill-building tools to children aged six to 12 years of age. The program is referral-based and offers academic, social skills and family support to children to help them reach their full potential.

Family Day Program Statement

Reviewed annually

Family Day Caregivers are independent contractors who work in close partnership with our Home Child Care Coordinators to provide quality programs to the families and children we serve.

Home Child Care Coordinators collaborate with families to help support their children's ongoing needs and development. The Child Care and Early Years Act requires all programs to have a program statement that is consistent with the Minister's policy statement on programming and policy (O.Reg. 137/15 ss 46-1-4).

Our program statement aligns with our policies and procedures, which Caregivers are required to adhere to, and which guide their work with children and families.

Family Portal

The Portal is Family Day's secure online system that helps us manage important information about your child and your family in one place. With care offered across dozens of child care centres, school age programs, and licensed home child care providers, The Portal allows us to keep information accurate, up to date, and easy to access. It helps ensure the right information is available when it's needed to support your child's care.

For families, The Portal is designed to be simple and convenient. You can enter and update your own registration details, helping to reduce paperwork and ensure changes—such as contact information or care needs—are reflected right away. The Portal also supports clear communication and the secure handling of information. Your data is protected through personal login credentials. Overall, The Portal helps us work more efficiently so we can focus on what matters most: providing high-quality care for your child.

Using The Portal, families can expect:

- **Family-friendly access** – one login and one account for your entire Family Day family
- **Real-time updates** – easily keep important information up to date, including health details such as allergies, dietary requirements, and medical treatment plans
- **Improved communication** – clearer and more efficient information sharing
- **Simple, web-based access** – available on computers, laptops, smartphones, and tablets with internet/Wi-Fi access
- **Simplified waitlists**
- **Secure storage and access to your information**

If you need further information or assistance, you can also speak with one of our Child Care Services representatives by calling 416-922-3434 | 1-800-263-9703 or emailing childcareservices@familydaycare.com between 8:30 AM to 4:30 PM, Monday through Friday. Should they be unable to take your call, please leave a message and they will respond as soon as possible.

[CLICK HERE](#) to access The Portal.

FAMILY PORTAL HOME PAGE QUICK REFERENCE

How do I view my monthly statement?	How do I change my information?	How do I change my child's information?	What do I need to upload?
Click on the Finances tab at the top of your screen to view your: <ul style="list-style-type: none">→ Invoices→ Customer Statement→ Pre-Authorized Debit Agreement.→ Registrations as a Payer	Click on My Profile to review and update your profile information, including your Parent Portal password and your email address.	Click on the Children tab to review and update your child's profile: <ul style="list-style-type: none">→ Select the child whose information you want to update.→ Click on the tabs across top of your screen to review, and update your child's information	Have your banking information and your child's immunization card handy, as these will need to be uploaded to process the registration.

Health, Safety and Nutrition

Health, safety and nutrition contribute to the healthy development and growth of the children we serve. To ensure that all children, families and Caregivers/Educators are safe within our programs, Family Day has developed policies and procedures, including our Safe Arrival and Dismissal Policy (available to view or download on [Family Day's website](#)). All of our Caregivers/Educators have been trained in standard First Aid and infant CPR. We partner with families to provide quality child care and give families peace of mind, knowing their children are safe and developing as they interact with our caring and knowledgeable Caregivers/Educators.

Healthy eating is essential. Family Day respects and accommodates special diets and food restrictions, our menus reflect both children's food preferences and the cultural diversity of the home. We follow [Canada's Food Guide](#), the Child Care and Early Years Act, 2014 (CCEYA) and Family Day's guidelines to provide healthy foods that children enjoy. Children who attend our full-day, home child care programs are offered two nutritious snacks and a lunch daily.

Caregivers/Educators share these meals with children, helping to model positive attitudes to healthy eating and create a family-style environment. Children in our before- and after-school programs are offered a healthy morning and/or afternoon snack.

Positive Adult / Child Interactions



Our Family Centred Practices view the family as competent, capable, curious and rich in experience. Families are valuable contributors to their children's learning and are their children's first teachers. Our knowledgeable, reflective and resourceful Caregivers/Educators share valuable information with families on a daily basis.

The Caregiver's/Educator's role is to provide consistent care in a way that maximizes the potential for learning in all experiences. They are responsible for overseeing children's care routines, observations, discussion with families, and setting appropriate learning objectives. When a Caregiver consistently responds to a child's distress in sensitive and supportive ways, a secure attachment is formed. Caregivers/Educators and children develop genuine and respectful relationships.

Caregivers/Educators also promote respectful interactions between children and their peers, and between children and adults through evidence-based practices. Some of the positive strategies we use include: sharing control with the children, focusing on children's strengths, supporting children's play, and adopting a problem solving approach to social conflict. These practices and strategies enable children to freely and confidently express thoughts and feelings, and experience true partnerships with adults in play and conversation.

Self-Regulation

At Family Day we provide a consistent daily routine, choice, visually calming spaces, soft spaces, private spaces, and shared control between child and Caregiver (educator) to reduce stressors. Children are taught how to negotiate, communicate and compromise, independently and with the support of a Caregiver (educator). Using conflict resolution models, children are competent and capable of solving problems encountered in play.

Caregivers/Educators are trained in developmentally appropriate conflict resolution models and child guidance that emphasize acknowledgement of feelings first before resolving conflicts – helping the child to develop self-regulation skills. The Home Child Care Coordinator monitors the impact of the training on an ongoing basis.

Self-regulation is the ability to control one's physical, behavioural and mental impulses. Improving a child's ability to self-regulate will improve their life outcomes. (Stuart Shanker's video-self-regulation) Self-regulation is how a child effectively and efficiently deals with, and recovers from, stress.

Learning Through Play

Family Day home child care program uses the high quality, evidence-based ***“I Care for Kids, I Care for Quality”*** home study guide, which supports children in becoming strong independent learners. This curriculum approach aligns with **How Does Learning Happen? Ontario’s Pedagogy for the Early Years** (Ministry of Education 2014) (HDLH).

Research shows that children learn best when they are actively involved in personally meaningful activities with people and things. This approach is called “active participatory learning,” where children:

- ✓ Choose to pursue their own interests (well-being);
- ✓ Are able to manipulate many open-ended materials (engagement);
- ✓ Express/talk about what they are discovering (expression);
- ✓ Are supported by an educator who connects old information to new information, “scaffolding” the learning experience (belonging).



This approach to learning supports the view of the child and the Caregiver (educator) as competent, capable of complex thinking, and rich in both potential and experience. In our home child care programs, the Caregiver (Educator) and the child are partners in shaping the learning experience.

In an active learning environment, children develop a sense of belonging by forming authentic relationships with others and being part of a diverse community of learners. The structure of the day provides a balance of child- and adult- guided /supported experiences, designed to engage children’s natural curiosity and inquiry.

Learning Environments

“Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, create, solve problems and make meaning from their experiences — especially when the spaces contain interesting complex open-ended materials that children can use in many different ways.” (HDLH, pg. 20)

Well-designed environments support the inclusion of all children, while supporting growth in all areas of development. Continuous professional development is offered on a monthly basis to our Caregivers, which supports engaging and collaborative learning environments in our homes.

Caregivers/Educators, in partnership with their child care Coordinator, use their knowledge of child development to design a positive learning environment that is intentionally and clearly divided into interest areas which support different types of play, where possible. Materials are carefully chosen so that they are varied, open ended and plentiful, and reflect children’s family lives and communities.

“The environment is the context in which learning takes place. The environment was described by Loris Malaguzzi as “the third teacher” and is valued for its power to organize, promote relationships and educate. It mirrors the ideas, values, attitudes and cultures of those that use the space.” (Malaguzzi, 1993)

The Daily Routine

Caregivers/Educators and their Coordinator design the daily routines that provide a social framework – an emotionally safe and predictable environment supporting children’s well-being. Caregivers/Educators intentionally limit interruptions and transitions to maintain a sense of calm.

Caregivers/Educators incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day. Caregivers/Educators partner with specialized community partners to support the implementation of Individual Plans and support the diverse needs and abilities of all the children.

Active learning is embedded in all parts of the daily routine. Caregivers/Educators and families work together to support children’s seamless transitions between home, school and child care; this supports a sense of community.

Families and Caregivers are supported by Home Child Care Coordinators who facilitate the process of choosing a Caregiver who best meets their needs. Coordinators advocate for families and assist in the coordination of services.

“A growing body of research suggests that connecting to the natural world contributes to children’s mental, physical, emotional and spiritual health and well-being. Providing daily opportunities to explore, care for and interact with the natural world helps to strengthen these connections.”
(HDLH, pg. 21)



Outside time presents many opportunities for learning, not only in the area of physical growth, but in all the other areas of development. The outdoor environment is viewed as an extension of the indoor environment. Caregivers/Educators and children explore nature in the outdoor environment together; they dig, plant, observe nature, and share their curiosities and discoveries. Caregivers/Educators go outside in all kinds of weather when it is safe to do so.

Parent Engagement

At Family Day we believe that child care is a shared responsibility between families, Caregivers/Educators and Home Child Care Coordinators. There are many ways information is shared with families, both formally and informally.

Family Day home childcare program invites families to a pre-placement visit prior to entering into care. This helps to foster responsive relationships between families and the Caregivers/Educators. We encourage families to share their home cultures and integrate these into our homes.

Daily communication with a child’s Caregiver/Educator is encouraged, either verbally or written. Daily written logs are recorded and available to share with families. Coordinators and families exchange information through regular contact.

In continuing to foster responsive relationships between families and Caregivers/Educators, Family Day employs a variety of additional techniques including parent surveys and information sessions and events. Parents' perspectives are encouraged, taken forward and carefully considered. Technology helps to foster our ongoing communication with families through social media.

Community Partners

The role of our partners is multifaceted. Partnerships with the Ministry of Education and municipalities are established, and assist in making our services accessible for families. Our partnerships also help to keep our Caregivers/Educators and families informed, and ensure we are using evidence-based approaches in learning and in the care of children.

Coordinators and specialized agencies support inclusion of children with exceptional needs in our programs, strengthening the Caregiver's/Educators's role and the relationship with the child.

Family Day's commitment to supporting life-long learning and enhancing excellence in our sector has developed into the mutually beneficial practice of hosting placement students from community colleges. As a leader in the sector, Family Day supports and provides opportunities for coaching and mentoring through our student placements. The students gain valuable and practical experience working with children and families through a sharing of knowledge.



Continuous Professional Learning

“Educators are competent and capable, curious and rich in experience. They are knowledgeable, caring, reflective and resourceful professionals. Educators are life-long learners. They take responsibility for their own learning and make decisions about ways to integrate knowledge from theory, research, their own experience and their understanding of the individual children and families they work with.” *How Does Learning Happen? Ontario's Pedagogy for the Early Years (Ministry of Education 2014)*

- ✓ Family Day is committed to supporting continuous professional development in policy and practice for all of its Caregivers/Educators.
- ✓ Family Day offers monthly in-house training and ongoing coaching and mentoring facilitated by the Home Child Care Coordinator through regular home visits.
- ✓ Family Day ensures all opportunities for professional development align with **How Does Learning Happen? Ontario's Pedagogy for the Early Years** (Ministry of Education, 2014).

Documentation / Review and Impact

Quality Assurance Documentation

- ✓ Annual licensing and other regulated inspections under the Ministry of Education – utilizing feedback to address and ensure ongoing compliance under the Child Care and Early Years Act, 2014
- ✓ Internally, the program quality assessment “I Care for Kids, I Care for Quality” home study guide is used to assess and define training plans and goals
- ✓ Home child care Coordinators facilitate quarterly Health and Safety inspections in the Caregiver’s/Educators’s home – ensuring a plan to address non-compliances
- ✓ Serious occurrences are documented and analyzed for trends
- ✓ Daily observations and reflections of the program by caregivers (educators) are used to inform and reflect children’s areas of interest and developmental learning goals
- ✓ Caregivers’ (educators’) contracts are reviewed annually; monthly visits are conducted and documented; to ensure quality control in all areas of the Child Care and Early Years Act
- ✓ Evaluations of the monthly training and professional development are reviewed and analyzed to identify future training plans.
- ✓ Interactions between caregivers/ educators (and their family members) and children are documented through behaviour management monitoring – to ensure alignment with the Program Statement Implementation Policy

Parent Engagement

- ✓ Annual parent surveys ensure ongoing feedback gets captured and analyzed to assess impact, and address (or respond to) deficiencies brought forward
- ✓ Social Media – a variety of forums

Program Statement Review

Family Day has a long history of serving families and children through- out Toronto and the surrounding communities.

All caregivers (educators), home child care Coordinators, students and volunteers review the Program Statement prior to interacting with children and at any time the Program Statement is modified.

The development of the program statement is a document that caregivers will be required to sign off on once they understand the expectations. Caregivers (educators) receive training on the Program Statement and policies and procedures prior to working with children and families.

The Program Statement is in alignment with our policies and procedures, which caregivers (educators) are required to adhere to, and which guide their work with children and families.

These policies and procedures, along with the Program Statement, are re- viewed annually to ensure that they are in alignment with **How Does Learning Happen? Ontario’s Pedagogy for the Early Years** (Ministry of Education 2014).

The Program Statement is a document that will be reviewed and updated; when this occurs, caregivers (educators), students and volunteers will review and sign off on the statement and all related policies and procedures.

You can download a copy of Family Day’s Program Statement [HERE](#).



Family Day's Home Child Care Program

About Home Child Care

Family Day Care Services, a child care agency licensed by the Ministry of Education, arranges child care in homes and centre settings for children from birth to 12 years of age. In all of our program areas, integrated home child care is available for children with extra support needs.

In placing children, we strive to meet their individual needs. Caregivers/ Educators provide quality child care in stimulating and nurturing learning environments. Our Home Child Care Coordinators provide professional support to Caregivers/Educators. Family support and referrals for children and their families is also provided.

At Family Day, Caregivers/Educators are trained to provide a healthy, caring and safe home for your child and a play-based program that supports your child's growth and development. This includes indoor and outdoor play, quiet and active play, and individual and group activities.



Family-Centred Child Care

At Family Day, we believe child care is a shared responsibility. Parents are welcome to visit the Caregiver/Educator's home. A respectful relationship among parents and Family Day Caregivers/Educators contributes to the overall success of a child's experience.

We follow these guiding principles to support the partnership among families, Caregivers/Educators and Family Day staff:

- ✓ *Families are unique. We support each of our families in different ways.*
- ✓ *All families have strengths.*
- ✓ *Children and their families are part of a community.*
- ✓ *Families are experts about their children and are their first and have the most influence on their children.*
- ✓ *Parents have many interests, roles and responsibilities*
- ✓ *There are many ways for a family to be involved in a child's care.*
- ✓ *The child, family and Caregiver/Educator all benefit from sharing information.*

Getting Involved

Family Day encourages all parents and guardians to be involved in different aspects of the home child care program. There are several ways for you to be involved:

- ✓ *Talk to your Caregiver/Educator*
- ✓ *Visit your Caregiver's/Educator's home*
- ✓ *Share your family's cultural background*
- ✓ *Share your interests, skills and hobbies*
- ✓ *Participate in fundraising events*
- ✓ *Complete Family Day's Annual Parent Survey*

Sharing Information

We want you to know all about your child's experiences in home child care. We share information with families in many ways, including:

- ✓ Daily conversations
- ✓ Bulletin boards / message boards
- ✓ Posted daily routines, menus & program plans
- ✓ Daily routines posted in each classroom
- ✓ Agency newsletters
- ✓ Annual Report
- ✓ Social media (Facebook, Twitter, Linked In)
- ✓ Email

You are the expert on your child. Please let us know about any events, unusual circumstances or changes in your child's life that may affect his or her participation in home child care. Knowing this information helps Caregivers/Educators and Coordinators support your child. Please talk to them any time you have questions or concerns.

We will ask you for your email address for billing and other important communication including modifications to the Home Child Care Family Handbook. We will not share your email address with anyone outside of Family Day.

Our Approach to Learning

Research shows children learn best when they are actively involved in personally meaningful activities with people and things. Play is the way children learn. Family Day's Home Child Care program reflects this approach to learning.

How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH) is a professional learning resource for Educators and administrators. The four foundations of HDLH are intended to guide program development and implementation.

HDLH pedagogy encourages: a view of children as competent and capable of complex thinking, curious and rich in potential; goals for children; expectations for programs; and questions for reflection. These areas are organized around four interconnected foundations of belonging, well-being, engagement and expression.

Pedagogical approaches that provide the "how" for working toward these goals for children are grounded in research, theory and practice. These approaches include:

- ✓ Responsive relationships
- ✓ Learning through exploration, play and inquiry
- ✓ Educators as co-learners
- ✓ Environment as third teacher
- ✓ Pedagogical documentation
- ✓ Reflective practice and collaborative inquiry

For more information on HDLH, visit: www.edu.gov.on.ca

Your Caregiver/Educator

Your Caregiver/Educator is self-employed and has a signed contract with Family Day (available on their premises) outlining the policies and procedures they are expected to follow. Caregivers/Educators are carefully recruited, screened, trained and supported by our Child Care Coordinators.

Caregivers/Educators complete and maintain a current Standard First Aid certification including infant and child CPR, and attend trainings offered by Family Day and other community organizations. Training topics include child development, child guidance, communication, health and safety, nutrition, creative programming, and setting up a home for child care.



Your Home Child Care Coordinator

Home Child Care Coordinators ensure government regulations are met and agency policies are followed. They also provide support to Caregivers/ Educators, children and parents.

It is important that there is good communication with your Caregiver/ Educator and your Coordinator. Your Coordinator will be in contact with you regularly.

Your Coordinator will discuss topics with you and your Caregiver/Educator such as child guidance, food preferences and child development. Your Coordinator will help you with any problems or concerns that you may have with your child care arrangements.



Child Care and Early Years Act, 2014

This provincial legislation sets out the standards and regulations for child care in the Province of Ontario, which covers both licensed home child care programs and child care centres. The purpose of the legislation is to ensure quality care for all children. Family Day's standards **meet** or **exceed** the standards of the Child Care and Early Years Act, 2014.

For more information go to:

<https://www.ontario.ca/files/2025-01/edu-home-child-care-agency-licensing-manual-en-2025-01-16.pdf>

Number of Children/Maximum Capacity

Under the Child Care and Early Years Act legislation, Caregivers/ Educators can have up to a **maximum of six children in care** in their home at any given time. This includes any and all children placed by Family Day, by another home child care agency, private children, and a Caregiver's/ Educator's own children under the age of four.

There can only be three children under the age of two in a home. This includes the Caregiver's/ Educator's own children who are less than two years of age. If Caregivers/Educators have children of their own who are under four years of age, they must be counted in the total number of six children in the home.

Before placing a child in a home, Family Day and the Caregiver/Educator will consider whether the placement would provide safe accommodation for the child and any other children in the home. For this purpose, Family Day will consider a variety of factors in determining the maximum capacity of the home.

The Daily Routine

The Daily Routine in the Caregiver's/Educator's home is predictable but flexible and provides children with a sense of control over the events of the day. The daily routine is posted and available for you to review in the home. Reviewing the daily routine will give you a better understanding of your child's day.

Caregivers/Educators do their best to communicate with parents daily about their child's day.

Outdoor Time

Your child's daily routine must include time planned for outdoor play daily. *The Child Care and Early Years Act* requires children to go outside for two hours every day.

When planning for daily outdoor time, Caregivers/Educators take the weather into account and will be flexible in making their plans. During good weather, more time will be spent outdoors, and in very hot or very cold weather, plans may be adjusted. Please ensure your child is dressed appropriately for all types of weather.

General Program Information

Admission to Care

Family Day always attempts to place your child in a home that meets your family's needs. A pre-placement interview that accommodates your schedule will be arranged for you and your child to meet the prospective Caregiver/Educator. When a mutual agreement of care has been confirmed, you will be asked to complete a registration package.

Before You Start

- ✓ Attend the Caregiver's/Educator's home for a pre-placement visit
- ✓ Return completed registration package to your Coordinator
- ✓ Ensure all contact information is current and accurate for you and any people authorized to pick up your child
- ✓ Put your Coordinator's business card in your wallet
- ✓ Add the Caregiver/Educator and Coordinator phone numbers to your cell phone contact list

Pack the following to take to the Caregiver's/Educator's home:

- ✓ A complete change of clothing for your child
- ✓ Extra socks and underwear
- ✓ A blanket for nap time
- ✓ A soft toy, if desired
- ✓ Diapers/training pants, wipes and plastic coated change pad
- ✓ Diaper cream (if medicated it must be accompanied by a doctor's note)
- ✓ Infant formula, bottles and baby food (if applicable)

Please make sure you label all personal belongings, clothes, formula and food with your child's name.

Drop-off and Pick-up

Regular drop-off and pick-up times help your child know what to expect. We recommend you try to arrive and leave at the same time each day. Arrival and departure times are good opportunities to share any information or messages with your Caregiver/Educator.

Your child's safety is very important to us. When you arrive, you must take your child directly to the Caregiver/Educator and be sure your child is marked in attendance.



For Your Child's safety:

- ✓ We will only allow your child to leave the Caregiver's/Educator's home with you or with someone who is listed on the consent form as an authorized pick-up person.
- ✓ You must notify the Caregiver/Educator ahead of time if someone other than you or someone listed on the consent form is going to be picking up your child.
- ✓ Caregivers/Educators will ask new people to show photo identification the first time they pick up your child.
- ✓ It is extremely important to your child and Caregiver/Educator that you arrive on time. If you think you might be late:
 - Call the Caregiver/Educator right away. This allows them to reassure your child that you are on your way
 - Have a back-up plan. Find someone else who can pick up your child on time
 - Call the Caregiver/Educator to advise who will be picking up your child
 - Call back later to ensure your child has been picked up
 - The Caregiver/Educator will make a note of the late pick up on the attendance sheet
 - Chronic late pick-ups are unacceptable and may result in the loss of your child care space

If your child has not been picked up within one hour of your normal, contracted pick-up time and we have not had any contact from you, we are required, by law, to call the Children's Aid Society.

Absences

If your child is not going to be at the Caregiver's/Educator's home for the day, please phone them prior to your child's regular start time. If your child will be away on vacation, please advise your Caregiver/Educator and Coordinator of the dates your child will be absent. In order to maintain your child's space in the program, fees will still be charged whenever your child is absent due to vacation or illness.

Nutrition

Family Day supports Caregivers/Educators in providing healthy, nutritious menus.

Parents should provide their Caregiver/Educator with the details of their child's dietary requirements, restrictions, and/or preferences. Parents of children under one year of age should provide their Caregiver/Educator with a feeding schedule. If your child requires bottles and baby food, you must supply formula or milk in baby bottles, and baby food in containers, all labelled with your child's name. As your child starts to eat table foods, keep your Caregiver/Educator informed of new foods that can be provided.

Children who are eating table food and are attending the home for full days will be given a nutritious lunch and two snacks per day from the Caregiver/Educator.

Caregivers/Educators plan their menu following the Canada's Food Guide, Child Care and Early Years Act, and Family Day's guidelines for healthy eating. Menus are child-friendly, culturally inclusive and offer a variety of foods to encourage children to try new foods. Caregivers/Educators respect and accommodate special diets and food restrictions when possible, and will provide afterschool snack for children who attend school all day.

If your child has any food restrictions or allergies, inform your Caregiver/Educator and Coordinator. You may need to provide extra or alternate food items if your requested foods are noticeably different from your Caregiver's/Educator's meals. **It is your responsibility to provide breakfast for your child.** Please give your children a healthy breakfast before they come to the program so they can have a good start to the day.



Clothing

Children should be dressed in comfortable, washable clothes so they can play and explore without worrying about getting dirty. Children go outside on a daily basis so please dress them for the season and weather. Please label all items of clothing, including boots, mitts, hats, coats and bags.

Please make sure children always have an extra change of clothes at the Caregiver's/Educator's home.

In winter please make sure your child has:

- ✓ Snow pants
- ✓ Outdoor jacket or coat
- ✓ Mittens (two pairs)
- ✓ Warm boots
- ✓ Hat that covers ears
- ✓ Neck warmer (no scarves)

In spring, summer and fall please make sure your child has a sun hat.



Child Guidance

Family Day promotes respectful interactions among children, their peers and adults. All staff and Caregivers/Educators receive ongoing training to help them support and guide children's behaviour in positive ways. Some of the strategies we use to guide children's behaviour include:

- ✓ Redirection
- ✓ Setting limits
- ✓ Providing choices
- ✓ Resolving conflict
- ✓ Logical and natural consequences
- ✓ Modelling
- ✓ Anticipating trouble

Prohibited Practices

At Family Day, the safety, well-being, and dignity of every child are our highest priorities. In accordance with Ontario's Child Care and Early Years Act (CCEYA) and Ministry of Education licensing requirements, **Caregivers/Educators will never use:**

- corporal punishment of the child;
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or,
- inflicting any bodily harm on children including making children eat or drink against their will. (CCEYA #4)

Resolving Conflict Among Children

All children feel angry and frustrated sometimes. When conflict arises, Caregivers/Educators support the children by using the following **Six Steps to Resolving Children's Social Conflicts**:

1. Approach calmly, stopping any hurtful actions
2. Acknowledge children's feelings
3. Gather information
4. Restate the problem
5. Ask for ideas for solutions and choose one together
6. Step back and give follow-up support as needed

We review our Program Statement Implementation Policy annually with all staff, Coordinator s, Caregiver/Educators, volunteers, students, and people who are ordinarily residents of the premises or are regularly at the premises. Please talk to your Coordinator or Caregiver/Educator to discuss any issues about child guidance or behaviour guidance.

To view our Program Statement, please see Programs/Family Day Policies on our website at: www.familydaycare.com



Inclusion

Family Day believes each child is unique and, in partnership with families, is committed to meeting the developmental and learning needs of all children. Our inclusive programs strive to find ways to include all children and remove barriers that prevent children from actively participating.

Children's extra support needs can vary from physical disabilities to intellectual delays, from social and behavioural challenges to communication difficulties. Disabilities may be visible or invisible. Children may be born with them or they may emerge or change over time.

To support inclusive child care, we partner with families to ensure appropriate community supports are accessed. This helps us to best meet the needs of the children and families in our programs. When a child needs extra support, we work with our community partners to find additional resources:

- **Peel Inclusion Resource Services (PIRS)** is a free service that helps children who need extra support to participate fully in licensed child care. PIRS resource consultants will develop a plan with you and your child care provider that focuses on your child's strengths and areas of development. A diagnosis is not needed. [CLICK HERE](#) for more information.
- **Every Child Belongs (City of Toronto)** is a program that supports inclusive child care for children with extra needs. Resource Consultation Staff work with families and licensed child care programs to develop individualized support strategies and strengthen inclusive environments. [CLICK HERE](#) for more information.

- **York Region Early Intervention Services (EIS)** delivers programs that support families who have children with special needs in their homes or licensed child care settings. The years between birth and school-entry are critical to a child's development. York Region Early Intervention Services assists children and their families in this important period. [CLICK HERE](#) for more information.

It is important that our program is right for your child. If your child's needs are not being met by the program, or if the safety and needs of the group are not being met, your Caregiver/Educator and Child Care Coordinator will discuss this with you, work in partnership with you to explore options and make appropriate recommendations and referrals.

Health Information

Medical Records

A Family Day Medical Form must be completed by you and returned to Family Day prior to the placement of your child in a Caregiver's/Educator's home. This is a requirement of the Child Care and Early Years Act, 2014. You must tell your Coordinator every time your child is immunized.

Epinephrine/Inhalers

If your child requires Epinephrine or an inhaler, you must either bring one to your Caregiver's/Educator's home every day or leave it with them. You will also be required to complete an annual Individual Anaphylaxis Plan (including a photo) for your child that details the allergy and symptoms to watch for. You are also required to train your Caregiver/Educator on the use of the injector prior to your child beginning care.

Medication

Your Caregiver/Educator will administer prescription medication when prescribed by a doctor. Prescription medication must be given to your Caregiver/Educator in the original container. The medication must be clearly labelled with the child's name, date and name of medication, and instructions for storage, dosage and administration. You must complete and sign the Family Day Medication Consent Form before any medication can be given.

Caregivers/Educators are not allowed to administer non-prescription medication such as cough syrup, vitamins or Tylenol to your child unless your doctor provides a signed note and you supply the medication. You must complete the Family Day Medication Consent Form before your Caregiver/Educator can give your child the non-prescription medication.



When Your Child is Sick

Children with fever, diarrhea, vomiting or an infectious disease are not allowed to be in care. **You should be prepared to make alternate arrangements for care when your child is ill.**

If your child becomes ill while in care, your Caregiver/Educator will call you. You are expected to pick up your child as soon as possible.

If you are called by your child's school and asked to pick up your child due to injury or illness, you must pick up your child. Your Caregiver/Educator cannot pick up your child for you.

Family Day's health policies are based on guidelines from the local Public Health Department. If your child becomes ill while in care your Caregiver/ Educator will contact you immediately and ask you to pick up your child.

Children should not come to care when:

- ✓ They are too ill to take an active part in the daily program, including going outside
- ✓ They need more individual care than the Caregiver/Educator is able to provide without compromising the needs of the other children
- ✓ There is a risk of infecting other children or the Caregiver/Educator, as outlined in the guidelines below



Keep your child at home if he or she has any of the following symptoms:

- ✓ Fever (temperature above 38°C)
- ✓ Diarrhea
- ✓ Undiagnosed rash/skin condition
- ✓ Vomiting
- ✓ Communicable disease
- ✓ Persistent pain
- ✓ Thick, coloured discharge from eyes
- ✓ Head lice
- ✓ Persistent cough

If a child shows signs of ill health, you may be asked to provide the Caregiver/Educator with a doctor's note to explain the child's health. Children with diagnosed communicable diseases are not permitted to attend the program.



Emergency Contact Information

Family Day must have up-to-date contact information in case we need to reach you in the event of an emergency. You will be asked for this information when you register. We are required by law to keep this information current. It is very important that you tell us immediately when the contact information changes for you or anyone else who is authorized to pick up your child.

Infection Control and Sanitary Practices

Our Caregivers/Educators are required to follow infection control and sanitary practices and procedures to prevent the spread of contagious illnesses. We use these procedures when:

- ✓ Diapering
- ✓ Hand washing
- ✓ Handling waste
- ✓ Sharing personal items
- ✓ Applying first aid
- ✓ Toilet training
- ✓ Preparing food
- ✓ Cleaning and sanitizing toys and equipment
- ✓ Cleaning up blood or other bodily fluids

Caregivers/Educators encourage children to wash their hands frequently to help reduce the spread of contagious illnesses. Please remind your children to wash their hands at home.

Sanitizing Toys and Equipment

All toys and equipment in the Caregiver's/Educator's home are sanitized on a regular schedule and as needed.

Safety Inspections

- ✓ The Ministry of Education inspects a percentage of our homes every year as part of our licensing process
- ✓ Each Caregiver's/Educator's home must meet all local licensing requirements
- ✓ Family Day Caregivers/Educators conduct daily, weekly and monthly safety inspections of their homes
- ✓ Your Coordinator conducts quarterly safety inspections of the home
- ✓ Caregivers/Educators conduct monthly fire drills with the children
- ✓ Caregivers/Educators inspect their outdoor play space daily

Fees and Attendance

Child Care Fees

You will be billed on a monthly basis. Your child care fees will be paid through a preauthorized debit agreement. Your fees will be automatically withdrawn from your bank account on the 16th of each month (or on the first business day following the 16th). If your account is not kept up-to-date, Family Day cannot continue to offer you child care.

You must pay your regular daily fee for any days you do not bring your child to care, including vacations, statutory holidays, sick days and other absent days. The current fee schedule is included in your registration package.

If a payment is returned for non-sufficient funds an NSF \$50.00 administration fee will be charged. This will also occur if your banking information is not up to date on the Parent Portal. Should that be the case, please update your banking information. Should you require assistance with updating your information on the Parent Portal, please contact your Home Child Care Coordinator.

Receipts for income tax are mailed/emailed to you each February. This receipt includes child care fees paid by you up to the previous December.

Refunds due to withdrawals will be issued for base fees charged provided two weeks' notice is given in writing. If written notice is not received a charge for the 2 weeks of care will be applied.

Rebates or incentives provided by Municipalities will be credited or refunded as directed by the Municipalities.

Refunds will not be issued for the following circumstances: Statutory holidays, absences due to illness or vacation, and occasional emergency closures (i.e., bad weather).

To view our fees, please visit the [Child Care Fees page on our website.](#)

Attendance

You are required to sign the completed attendance form at the end of every month to verify your child's attendance in the child care home. Your monthly bill is based on this attendance record.

You are required to notify your child's Caregiver/Educator if your child will be late or absent. If your child is going to be absent for three or more days, you must contact your Coordinator.

Hours of Care

Family Day offers both full- and part-time care, 52 weeks per year. Homes with our agency offer child care at different hours. Before your child starts child care, you will discuss the hours of care required with your Caregiver/Educator and Coordinator. The hours will be outlined in a confirmation letter. It is important that you drop off and pick up your child at the times listed in your confirmation letter. Any changes in your hours of care must be discussed with your Coordinator and Caregiver/Educator.



Planned Program Closures

Program closure days include statutory holidays, non-statutory holidays, Caregiver vacations, and professional development days. We will only charge families for up to 20 planned closure days per year.

In 2026, all Family Day homes will be closed on the following days:

- New Year's Day January 1, 2026
- Family Day February 16, 2026
- Good Friday April 3, 2026
- Victoria Day May 18, 2026
- Canada Day July 1, 2026
- Civic Holiday August 3, 2026
- Labour Day September 7, 2026
- Thanksgiving Day October 12, 2026
- Christmas Day December 25, 2026
- Boxing Day *To be determined*

School Closures and Suspensions

If your child's school closes due to inclement weather, your child may be able to attend the Caregiver's/Educator's home all day. Should your child be unable to attend school due to a suspension, you must speak with your Caregiver/Educator and Coordinator prior to requesting alternate child care arrangements. In both of these circumstances, your Coordinator and/or Children's Services Representative will discuss fee adjustments with you.

Backup Care

Occasionally, your Caregiver/Educator may be unavailable because of illness or vacation. Your Coordinator may be able to find care with another Family Day Care Caregiver/Educator, but **we cannot guarantee backup care**. If you make your own arrangements for backup care, Family Day will credit your account. If you require backup care you must contact your Coordinator as soon as possible.

If your child's needs are not being met by our program, or if the safety and needs of the group are not being met because of an individual child, the Coordinator will discuss this with you, work in partnership with you to explore options, and make appropriate recommendations and referrals to other programs as necessary.

Discharge from Care

If you decide to withdraw your child from care, you are required to give your Caregiver/Educator and Coordinator a minimum of two weeks' notice. If you do not provide this notice you will be billed the full cost of care for two weeks.

Withdrawal from Care

Withdrawing your child from the program is always the last step. However, in the rare instance this happens, we will:

- ✓ Treat your family in a fair and equitable manner
- ✓ Provide consistent notice with clear documentation of meetings and discussions regarding the processes of program adaptation and accommodation
- ✓ Provide, when possible, one-week written notice of withdrawal when program adaptation, resources, and community agency support have all been tried and the program is still not able to meet the needs of your child

If your child is asked to leave or denied admission due to the program's inability to accommodate the child's needs or family circumstances, Family Day will:

- ✓ Provide referrals to other services where appropriate
- ✓ Document the use of support services and meetings with parents
- ✓ Notify the Children's Services Consultant (where appropriate)
- ✓ Notify the Director, Programs

In the extreme instance that the behaviours of the child pose a safety risk to children or a Caregiver/Educator, Family Day reserves the right to give immediate notice to a family.

Other Information

Transportation

Some Caregivers/Educators use their own vehicles during child care hours to transport children in their care. If so, they have the appropriate insurance and have met all the Family Day car safety requirements. If your Caregiver/Educator uses a car and you agree to its use, you will be asked to sign a Car Safety Agreement. Your Caregiver/Educator is not allowed to drive your child without a signed permission form.

When a child travels by school bus, you must give your Caregiver/Educator and Coordinator all of the busing information and sign an Authority to Release Form.

Supervision of Children

Your Caregiver/Educator is responsible for the supervision of your child at all times. For school-age children, a supervision agreement is drawn up for you, your Caregiver/Educator, and your Coordinator.

Parents will be notified if students or volunteers have been assigned to the caregiver's home. At all times, students and volunteers will be supervised by the caregiver and will never be left alone with the children

Trips

Planned excursions from the home child care program are encouraged. Your Caregiver/Educator will inform you of any major outings.

Swimming & Wading Pools, Outdoor Ponds

Family Day strictly prohibits Caregiver/Educators from accessing and using swimming pools, wading pools and ponds that are on the premises of a private residence, including townhouse complexes and apartment buildings while they have children placed by Family Day Care Services in their care. If there is an outdoor pool or pond at a Caregiver's/Educator's home, it must be inaccessible during the home's operating hours and securely fenced and gated, according to municipal bylaws and Family Day requirements.

Family Day strictly prohibits Caregiver/Educators from accessing and using public/municipal swimming pools and wading pools while they have children placed by Family Day Care Services.

Family Day Policies

To view all of the policies discussed in this section, please visit our website:

[Home Child Care Program Policies - Family Day](#)

Anti-Racism Policy

Family Day provides quality child care and family support without bias or judgment. We treat every individual with dignity and respect. Family Day's Anti-Racism Policy applies to our Board of Directors, Caregivers/Educators, Caregivers, families, students, volunteers and visitors. The four basic elements of the policy are:

- ✓ **Employment:** We promote equal opportunities for all
- ✓ **Recruitment:** We strive to reflect the communities we serve
- ✓ **Community Relations:** We strive to promote accessibility and equity to help meet the diverse needs of the communities we serve
- ✓ **Programs and Services:** We support diversity and inclusivity in all areas of our organization and actively work towards creating an environment of acceptance of all.

Child Protection — Our Duty to Report

In Ontario, any adult who suspects that child may need protection from harm or abuse must report their concerns to a local Children's Aid Society. People who work closely with children, including all Family Day Caregivers/Educators, must report suspected abuse or risk being fined for not doing their duty.

If our Caregivers/Educators are worried that a child might be in need of protection, they must contact a Children's Aid Society and ask them to investigate.

Caregivers/Educators are required to report concerns about:

- ✓ **Sexual abuse:** Inappropriate touching or involvement in a sexual activity or exploitation
- ✓ **Neglect:** Basic needs for food, clothing, shelter and safety are not met
- ✓ **Physical abuse:** Signs of physical harm or injury
- ✓ **Emotional abuse:** Humiliation, insults, threats and other behaviour that harms a child's emotional state
- ✓ Exposure to family violence

The Children's Aid Society will investigate to find out whether the concerns are serious and if the child needs protection from the police or support from community organizations.

Conflict of Interest Policy

Family Day has a Conflict of Interest Statement to ensure Coordinators make impartial and objective decisions during day-to-day operations.

Harassment Policy

Harassment happens when someone is threatened, bothered or insulted by another person or group of people; this is illegal. Family Day's goal is to function as an organization that is free from discrimination

and harassment, where everyone is treated with respect and dignity. Our policy and actions apply to staff, Caregivers/Educators and families. A copy of our Harassment Policy is available from your Coordinator. If you feel you are being subjected to a form of harassment, please speak with your Coordinator.

Parent Issues and Concerns Process

Our Caregivers/Educators and Coordinators all work hard to care for your child. If you have a concern or complaint, we invite you to speak to us right away. If your concerns are not addressed, we recommend:

- ✓ Speaking to your Caregiver/Educator about your concern
- ✓ Talking to your Coordinator
- ✓ Contacting the Program Manager
- ✓ Contacting the Director, Programs

Parent Issues and Concerns Policy

1. As supported by our Program Statement, Family Day encourages positive and responsive interactions among children, parents/ guardians and Caregivers/Educators and fosters the engagement of ongoing communication with parents/guardians about the program and their children.
2. All issues and concerns raised by parents/guardians are taken seriously, and every effort will be made to address and resolve issues or concerns to the satisfaction of all parties as quickly as possible.
3. Issues/concerns may be brought forward verbally or in writing. Every issue/concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e. g., to the Ministry of Education, College of Early Childhood Education, law enforcement authorities or CAS).
4. The person who raised the issue/concern will be kept informed throughout the resolution process.
5. Every effort will be made to resolve any issue/concern with the Coordinator or Program Manager. The person who raised the issue will be contacted, the issue/concern will be reviewed, and the agency will outline the findings and will explain how it proposes to resolve the issue/concern.



Nature of issue/concern	Steps for parent and/or guardian to report issue/concern
Program-related (e.g., schedule, toilet training, indoor/ outdoor program activities, menus)	Raise the issue/concern to the Caregiver/ Educator or the Coordinator and/or Program Manager
Related to a centre, operations, or of a general nature (e.g., fees, placement)	Raise the issue/concern to the Coordinator or Program Manager
Related to a Provider, Coordinator and/or Family Day (the agency) (e.g., conduct of Caregiver/ Educator, Coordinator , agency, head office staff, etc.)	Raise the issue or concern to the individual directly or Family Day Note: All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.
Related to Other Persons at the Home Premises	Raise the issue or concern to the Caregiver/ Educator directly or the Coordinator and/ or Program Manager Note: All issues or concerns about the conduct of other persons in a home child care premises that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.
Related to a Student or Volunteer	Raise the issue or concern to the person responsible for supervising the volunteer or student or the Coordinator and/or Program Manager Note: All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.

Steps for Caregiver/Educator, Coordinator and/or Family Day in responding to issues/concerns

1. Address the issue/concern at the time it is raised **or** Arrange for a meeting with the parent/ guardian within three business days
2. Document the issues/concerns in detail. The documentation should include:
 - ✓ The date and time the issue/concern was received
 - ✓ The name of the person who received the issue/concern
 - ✓ The name of the person reporting the issue/concern
 - ✓ The details of the issue/concern
 - ✓ Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referrals
3. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
4. Ensure the investigation of the issue/concern is initiated by the appropriate party within three business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
5. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns

If parents/guardians are not satisfied with a response or outcome of an issue/concern, they may escalate it to the Director, Programs who will review the issue or concern and how it has been handled thus far, and will respond within three business days.

If the issue or concern is not resolved to the satisfaction of the parent/ guardian by this point, it may escalate to the Chief Executive Officer (CEO) who will review the issue or concern and how it has been handled thus far and respond within three business days. The decision of the CEO is final.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e. g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers) where appropriate.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Everyone, including members of the public and professionals who work closely with children, is required, by law, to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Children and Family Services Act.

Confidentiality and Sharing Information

As part of our licensing regulations we are required, by law, to keep up-to-date records about each child, including name, contact information, attendance and health information. We must share this information with the provincial licensing inspector and the municipality for inspection and quality compliance reasons only.

Family Day will not share personal information about you or your child with anyone outside of the agency unless we have your permission or unless we are required to by law. All staff and Caregivers/Educators sign a Confidentiality Policy.

Safe Arrival & Dismissal Policy

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care in our Home Child Care premises.

This policy will provide Home Child Care Providers ("Provider"), and Home Child Care Coordinators ("Coordinator"), with a clear direction as to what steps are to be taken when a child does not arrive at the home child care premises as expected, as well as procedures to follow to ensure the safe arrival and dismissal of children.

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

Procedures

1. Accepting a child into care

- The Home Child Care Provider is responsible for signing children in on the attendance record as children arrive at the home premises where care is provided.
- The Home Child Care Provider is responsible for ensuring any communication from parents/guardians related to drop-off or absences is noted on the daily written record.

2. Where a child has not arrived in care as expected

Where a child does not arrive at the home child care premises and the parent/guardian has not communicated a change in drop-off, or that the child will be absent (e.g., left a voice message or advised the Home Child Care Provider at pick-up) the Home Child Care Provider must:

- Contact the child's parent/guardian not later than 12:00 noon. Home Child Care Providers shall contact the parent/guardian by telephone, text message and/or email. The Home Child Care Provider must call at least once, leaving a voice message and must make contact with an adult to confirm absence.
- The Home Child Care Provider needs to contact the Home Child Care Coordinator if they have been unable to contact a parent/guardian and inform them about the child not being in the program.
- Once the child's absence has been confirmed, the Home Child Care Provider shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

3. Releasing a child from care

- The Home Child Care Provider shall only release the child to the child's parent/guardian or another individual for whom the parent/guardian has provided written authorization that the child may be released to.
- Where the Home Child Care Provider does not know the individual picking up the child, the Home Child Care Provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian.

4. Where a child has not been picked up as expected

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived on time or within the timeframe the Home Child Care Provider shall proceed with contacting parent/guardian. The Home Child Care Provider shall ensure that the child is given a snack and activity, while they await their pick-up.
- The Home Child Care Provider shall contact the parent/guardian to advise that the child is still in care and inquire about their pick-up time. The Home Child Care Provider will also inform the Home Child Care Coordinator. In the case where the person picking up the child is an authorized individual, the Home Child Care Provider will contact the individual.
- Where the Home Child Care Provider, and Home Child Care Coordinator are unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) an hour after the closure, the Home Child Care Provider shall proceed with contacting the local Children's Aid Society (CAS). The Home Child Care Provider shall follow CAS's direction with respect to next steps. The Home Child Care Provider shall also advise the Home Child Care Coordinator, who will inform the home child care Program Manager.

5. Dismissing a child from care without supervision procedures

- Home Child Care Provider will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.
- Where a parent/guardian has provided written and signed authorization for their child/children to be released from care without supervision, the Home Child Care Provider must be responsible for dismissing the child from care.
- Prior to dismissing the child from care, the Home Child Care Provider shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions.
- The Home Child Care Provider shall document the time of departure from care and as well as their initials on the attendance record.

Smoke-Free Policy

The Smoke-Free Ontario Act protects the health of all Ontarians by prohibiting smoking in all enclosed workplaces and public places. Under the act, smoking is prohibited at all times in a place where home child care is provided, whether or not children are present. Please refer to Family Day's Smoke Free Policy for Home Child Care.

Reporting Serious Occurrences

Home Child Care programs are required to report serious occurrences to the Ministry of Education through the Child Care Licensing System (CCLS).

Licensed child care programs must post information about serious occurrences in their program. A Serious Occurrence Notification Form must be posted in a visible area, while respecting the privacy of the individuals involved, for 10 days.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.



Child Care Subsidy

A Child Care Fee Subsidy helps a family with the cost of licensed child care programs.

You may qualify for child care subsidy. You can apply for a fee subsidy as soon as you are expecting a child.

Click on the links below to contact Children's Services in the area you live for more information and to apply:

- [City of Toronto](#)
- [Region of Peel](#)
- [Region of York](#)

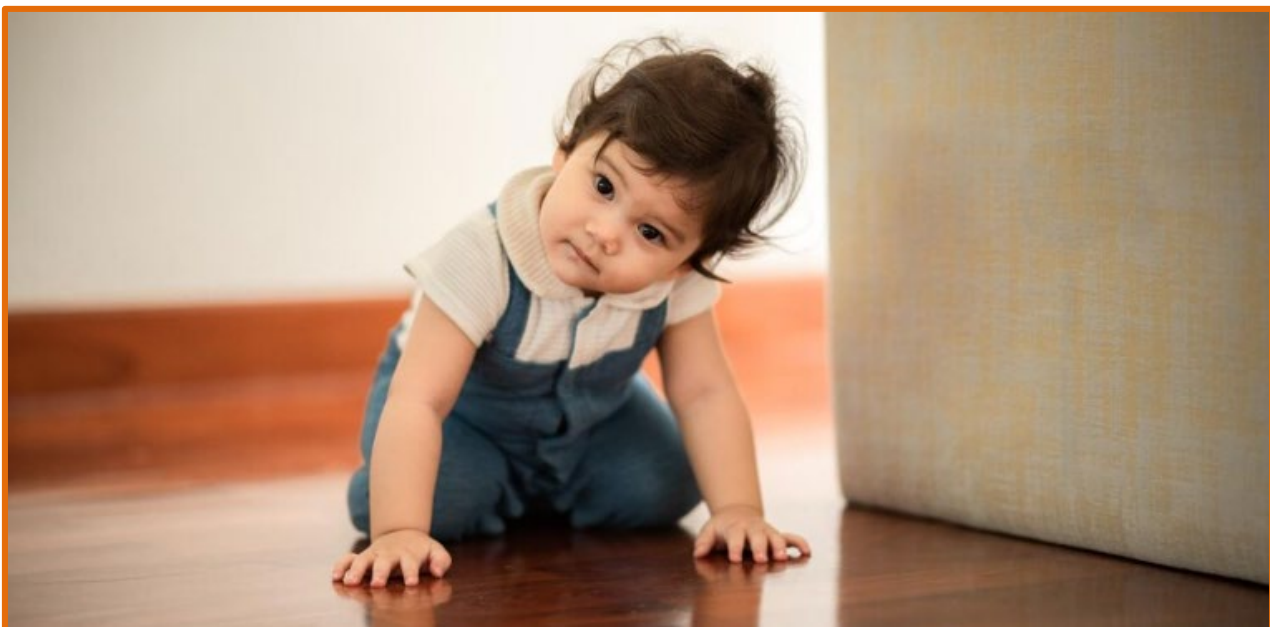
Canada-Wide Early Learning and Child Care System

In March 2022, Ontario and the federal government signed an agreement as part of the [Canada-Wide Early Learning and Child Care System \(CWELCC\)](#). Licensed child care providers can choose to participate in the Canada-wide Early Learning and Child Care System to help reduce fees.

We are pleased to share that Family Day has opted into the CWELCC program and has purchase of service agreements in place with the three Municipalities we operate in, to participate in the Canada-wide Early Learning and Child Care System (CWELCC).

A main focus of the CWELCC plan is to reduce child care fees for families with children under the age of six (as well as children who turn six years before June 30th). In the month of October 2022, families with eligible children in our centre-based and home child care programs, will see a fee reduction of up to 25% (to a minimum of \$12/day), retroactive to April 1st. Subsidized families will receive the same discount on the parent portion of their fees.

We continue to work closely with our municipal partners and more information will be shared with families as it becomes available. We encourage you to visit our website ([Canada-Wide Early Learning & Child Care Plan - Family Day](#)) for regular updates.





“Every child deserves to have someone’s eyes light up when they enter the room.”

~ DR. JEAN CLINTON



**FAMILY
DAY**

Family Day, in partnership with families and communities, is committed to leadership in developing and providing exemplary quality child care and early learning services to promote healthy child development.

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