



LICENSED HOME CHILD CARE PROGRAM

PROVIDER HANDBOOK

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Mothercraft Overview

Mission (Why we exist): Helping families in Ottawa grow and thrive.

Values (How we exist):

Nurturing – Supporting each other with compassion

Inclusivity – Welcoming and encouraging diversity

Collaborative Relationships - Built on respect and communication

Creativity - Exploring possibilities

Integrity - Acting with honesty and reliability

Programs and services (What we do to realize our mission):

Mothercraft Ottawa, a leader in early learning and care since 1944, is a charitable non-profit organization that enriches the well-being of families with infants and young children through responsive, high quality programs and services.

Mothercraft Ottawa delivers child care for children aged 6 weeks to 12 years through licensed child care centres and home child care, before-and-after-school programs and part-time/casual care.

We support the evolving needs of families in Ottawa through our diverse child and family services, including comprehensive prenatal and parenting classes and workshops, perinatal support, programming for children with special needs, as well as an array of programs and services offered through our EarlyON Child and Family Centres.

In order to become a Provider, Mothercraft Ottawa requires:

- Vulnerable Sector Police Check, to be renewed every five years.
- Standard First Aid and CPR C Training, to be renewed every 3 years.
- 3 References.

Mothercraft Ottawa Providers are not employees of Mothercraft but are **self-employed, independent Home Child Care Providers**. Aside from the mandatory governing principals and practices applicable to Mothercraft Ottawa's Licensed Home Child Care Program, this means that each Provider determines her own schedule (hours of care available), menus and children's activities. Through their relationship with the agency, Providers benefit from access to workshops and community resources. Mothercraft Ottawa assists Providers in meeting mandatory Provincial and Municipal child care requirements by providing them with information, access to training, advice and guidance on building a successful Licensed Home Child Care program in their homes.

It is the right of all children to have the opportunity to develop in a safe, secure and nurturing environment. Each child is unique, with individual needs and abilities, our programs are planned to ensure a logical progression of satisfying learning experiences according to developmental ability.

In alignment with the Minister of Education's Policy Statement on Programming and Pedagogy, Mothercraft's Programs are guided by "***How Does Learning Happen***", Ontario's Pedagogy for the Early Years and by "Early Learning for Every Child Today (ELECT).

We are a child-centered, family-friendly organization that recognizes the importance of co-operation and communication between families and the child care setting.

Objective

The objective of this document is to outline the procedures and responsibilities of Mothercraft Ottawa's Licensed Home Child Care Program, including mandatory Provincial and Municipal legislative and regulatory requirements.

Licensing: Standards, Legislation and Inspections

Licensed child care programs must meet and maintain specific provincial standards set out in the *Child Care and Early Years Act, 2014 (CCEYA)*. These standards provide for the health, safety and developmental needs of the children.

At least once a year, staff of the Ministry of Education make unannounced inspections of all licensed child care programs to:

- make sure that provincial standards are being met
- issue and renew licenses
- investigate complaints
- monitor operators who are having difficulty meeting licensing standards.

Licensing reports for all home-based and centre based licensed child care programs are available on the [licensed child care finder](#).

Please refer to the Ministry of Education website for detailed licensing information:

<https://www.earlyyears.edu.gov.on.ca/LCCWeb/childcare/search.xhtml>

A. ADMINISTRATION

1. Contract for Services

Home Child Care Providers are required to sign a contract for their services which will outline the terms of the agreement with Mothercraft Ottawa.

2. Holidays

Mothercraft Ottawa requires that the Provider gives the Parents and the Agency at least two (2) weeks notice prior to taking holidays, in order to allow time for Mothercraft Ottawa to make necessary alternate care arrangements. Providers are not paid for holidays unless the Parent chooses to do so.

3. Income Tax

A Statement of Earnings is issued to Providers annually by Mothercraft Ottawa.

4. Insurance

It is a Ministry of Education and Mothercraft Ottawa requirement for Providers to have adequate liability insurance coverage for their Licensed Home Child Care Business.

Mothercraft Ottawa has a \$2 million Commercial General Liability Insurance Policy through “Co-operators Insurance” for our Home Child Care Program which will allow you to meet this requirement as a Licensed Home Child Care Independent Contractor/Provider with Mothercraft. You will receive a certificate of insurance outlining your coverage from “Co-operators Insurance”. This is a mandatory insurance through Mothercraft.

Mothercraft will take the cost of this insurance off of your monthly payment for the months you have children in care. You will be notified regarding the premium on an annual basis.

This insurance does not cover:

- your home, or the contents of your home and we strongly recommend that you purchase your own household insurance for this coverage.
- any vehicles that you own. You are legally required to purchase your own insurance for your vehicles.

It is the Provider’s responsibility to abide by all Provincial Regulations including, but not limited to, car seats, seat belts and fire regulations.

5. Services and Fees

Children are eligible to receive care from the age of six (6) weeks to twelve (12) years. Children over twelve (12) will still require supervision may continue in the Full Fee child care program.

We provide a receipt for child care on an annual basis. If at any time, you have questions about your account, please do not hesitate to contact our accounting department Phone Number 613-728-1839 ext. 237.

Length of Operation Day, Week, Year and Holidays Observed

The agency will arrange care during parents’ working hours plus travel time to and from work.

Extended hours can be offered if required by parent’s schedules. Extended hours, holidays, and other special scheduling requirements and specific arrival/departure

requirements will be arranged on an individual bases between the Provider and the Parents.

The availability of providers may limit our ability to meet all requirements.

Our office is open from 7:30 a.m. TO 5:30 p.m. daily with the exception of all statutory holidays.

EXPLANATION OF RATES

It is required that parents verify and sign the provider's attendance records (time sheets) each month. Once this is done, you have approved all entries for payment so it is important that you read and understand the following explanation of each category. This will avoid any misunderstandings and discrepancies regarding provider payments and parent fees.

Rates A & B are for Infants, Toddlers and Preschool.

- A Up to 10 hours of care includes a nourishing lunch and 2 snacks for children eating table food.
- B Up to 5 hours of care includes nourishing lunch and snack.

Rates C & D are for children enrolled in school.

- C School Age with Lunch – Child in care
- D School Age without Lunch – Child in care
- F Full Day Rate for School Age Children – Child in care full days: P.D. Days, all school breaks, sick (in care)
- G This rate is payable as a supplement of all the above to cover special needs/hour, etc. This rate must have prior approval, **for school age only (over 6 years old)**
 - i. Special Needs: Children with physical and/or mental disabilities documented by a physician where the demands of caring for the child are above average. Special needs may also include children with behavioral problems who have been referred and are waiting for assessment for a maximum of 3 months. An additional “G” rate is payable where caring for the child limits the number of children for which the caregiver can provide care.
 - ii. Extended hours: Longer hours of care than covered by the established rate.
 - iii. Care before 6:30 A.M.

- iv. Weekend care: 2 “G”s per day are payable for care provided on Saturday and/or Sunday
- v. Evening Care: Care that occurs after 7 P.M.
- vi. Overnight Care: 1G for overnight care, additional G’s to be determined by the Supervisor in consultation with the Home Child Care Consultant, based on hours of care required and number of meals provided
- vii. Supper: Where care continues after 6:00 P.M.

Accepting a Rate is up to the Provider's discretion.

The following are of the utmost importance to both parents and providers so please make note accordingly.

- S Child sick and NOT in care. Provider paid. Parents pay.
- H Child on holidays and NOT in care. Provider paid. Parents pay.
- SH Statutory Holidays. Provider paid. Parents pay. If care is provided on SH (not mandatory) Provider paid twice the A rate or in the case of school age children the usual rate plus the F rate. Parent pays.
- U Provider unavailable. This is the ONLY time a provider is not paid. Parent not required to pay (unless needing alternate care).

6. Canada-Wide Early Learning and Child Care Program

Mothercraft Ottawa has enrolled in the Canada-Wide Early Learning and Child Care Program. The implementation of this new program will take several years. The first reduction in fees was a reduction of fees by 25%, retroactive to April 1, 2022, until December 31, 2022.

The second stage of fee reductions became effective as of January 2023. Childcare fees for eligible children were reduced by 52.75% based on 2022 fees, but not less than a daily rate of \$12.00 per day. Programs that were previously less than \$12.00 per day do not qualify for a fee reduction and remain unchanged.

The third stage of fee reductions is effective January 1, 2025. Childcare fees for eligible children will be capped at \$22.00 per day. Programs that daily rate less than \$22.00 per day do not qualify for a fee reduction in this phase and remain unchanged from their previously reduced rate.

Eligibility for reduced fees

Eligible children are entitled to a childcare fee reduction retroactive to April 1, 2022, up to a minimum of \$12.00 per day. Children aged 0-5 are eligible. In addition, children are also eligible if they are six (6) years old, up until a cut-off date determined as follows:

- If the child's sixth (6th) birthday falls between January and June, the child remains eligible until June 30 of that calendar year;
- If the child's sixth (6th) year birthday falls between July and December, the child remains eligible until the end of the month of their sixth (6th) birthday.

Children receiving a municipal subsidy

If your childcare fees are fully or partially subsidized, for any amount you pay directly to the City of Ottawa, the subsidy office will notify you if your fees are eligible for the CWELCC.

7. Base Fee and Non-Base Fee Payments

The rates for eligible children for CWELCC, as of January 2025:

Rate/Program		Daily Base Fee 2022	Daily Base Fee as of January 2023	Daily Base Fee as of January 2025
A	Infants, Toddlers and Preschool Up to 10 hours of care	\$47.07	\$22.24	\$22.00
B	Infants, Toddlers and Preschool Up to 5 hours of care	\$37.20	\$17.58	\$17.58
C	School Age with Lunch	\$30.52	\$14.42	\$14.42
D	School Age without Lunch	\$25.10	\$12.00	\$12.00
F	Full Day Rate for School Age	\$47.07	\$22.24	\$22.00
G		\$4.95	\$2.34	\$2.34

The rates for children who do not qualify for CWELCC:

Rate/Program		Daily Base Fee
A	Infants, Toddlers and Preschool Up to 10 hours of care	\$47.07
B	Infants, Toddlers and Preschool Up to 5 hours of care	\$37.20
C	School Age with Lunch	\$30.52
D	School Age without Lunch	\$25.10
F	Full Day Rate for School Age	\$47.07
G		\$4.95

Payments can be made by Debit, Visa Debit, Debit MasterCard, VISA, MasterCard, online banking through most banks, cash or cheque. When paying by cash please make sure you have the exact amount. Cheques should be made payable to Mothercraft Ottawa. On each cheque please include the name of your child, the program in which your child is enrolled and the period covered by the cheque. Cash and cheque payments can be made at the Front office or the Accounting office. Credit card or debit payments can only be made in the Accounting office. Credit or debit payments will be processed on the fifth (5th) business day of the month. Monthly statements are issued. There will be a twenty-five dollar (\$25.00) charge for each cheque returned to us from the bank due to insufficient funds.

Payments made by Credit Card will be subject to surcharge of 2.07% of the transaction cost. Visa Debit and Mastercard Debit are not subject to this surcharge.

Fees remain the same regardless of absence due to statutory holidays, vacation or illness.

There are no refunds or credits once the parent signs the timesheet.

There is no discount for siblings enrolled in other programs at Mothercraft Ottawa.

An interest charge of 2% per month will be added to all overdue accounts with balances in arrears for more than 30 days. (Note: Interest is not a deductible child care expense.).

Mothercraft Ottawa reserves the right to discontinue child care when an account is one (1) month in arrears unless alternative payment arrangements have been made.

A “Statement of Payments” for Full Fee Children, will be issued in the month of February of each calendar year. For Subsidy Children, parents must contact the City of Ottawa offices.

8. Statutory Holidays

Providers are paid for all recognized Statutory Holidays, and providing care on those days is not mandatory but may be negotiated between the Provider and the Parents. **In the event that care is agreed upon for a Statutory Holiday, the regular rate and a full day rate will apply.**

Providers will be paid the Statutory Holidays while on vacation. Backup Providers will be contracted for the vacation days excluding the statutory holiday.

In the case of subsidized spaces, care will only be provided if the Parent(s) are working on the statutory holiday.

Mothercraft Ottawa recognizes the following eleven statutory holidays:

New Year's Day Civic Holiday

Family Day	Labour Day
Good Friday	Thanksgiving
Easter Monday	Christmas Day
Victoria Day	Boxing Day
Canada Day	

9. Termination Notice

Mothercraft Ottawa requires two weeks (ten working days) written notice to be submitted to Mothercraft Ottawa if a Provider can no longer provide care, unless there are acceptable extenuating circumstances. Parents are also required to give two weeks written notice (ten working days) to the Provider and Mothercraft Ottawa if they are withdrawing their child from care. Once notice has been received by Mothercraft Ottawa the end date will be final and the children will be discharged from the program.

Mothercraft Ottawa may terminate the care arrangements with the Provider and/or Parents for just cause without notice where either party fails to comply with the terms and conditions of Mothercraft Ottawa's "Handbook". Mothercraft Ottawa reserves the right to determine the suitability of each child for the Licensed Home Child Care Program. It is also understood that Mothercraft Ottawa does not guarantee placements but will endeavour to assist whenever possible.

Mothercraft Ottawa reserves the right to discharge a Child if:

- a. in the absolute discretion of the Advisor/Manager, the Child is not adjusting to the setting after a reasonable period of time of up to 4 weeks;
- b. after exhausting all resources at Mothercraft Ottawa's disposal, Mothercraft Ottawa is unable to address the needs of the Child;
- c. Child continues to display behaviour which endangers the health, safety and security of other children or the Provider;
- d. the procedures and responsibilities, as outlined in this agreement are not being followed.

10. Training

Given that Mothercraft Ottawa Providers are independent Home Child Care Contractors, they will largely determine the types of training and workshops that they participate in, with two important exceptions. The *Child Care and Early Years Act, 2014 (CCEYA)* requires that all Providers participate in training for Standard First Aid and CPR C. The Educational / How Does Learning Happen Facilitator provides in-home workshops to role model activities that encompass the HDLH foundations.

Mothercraft Ottawa strongly encourages and expects Providers to participate in training and workshops that are available throughout the community.

B. HEALTH AND SAFETY

1. Accident Reports

In accordance with the ***Child Care and Early Years Act, 2014 (CCEYA)***, if an accident occurs that requires first aid an accident report form must be completed and a copy will be provided to the parent of the child; the Provider; and the Home Child Care Advisor. The accident will be recorded in the Daily Log Book.

2. Animals

The ***Child Care and Early Years Act, 2014 (CCEYA)*** requires that dogs, cats and ferrets on the premises must be inoculated against rabies. The original document of the annual certificate of inoculation must be kept in the white binder at the provider's residence and a copy to be provided to Mothercraft Ottawa.

3. Daily Observation of Children

The ***Child Care and Early Years Act, 2014 (CCEYA)*** requires that Providers ensure that a daily observation is made of each child in attendance before the child begins to associate with other children in order to detect possible symptoms of illness.

If signs of illness are found, the child will be sent home immediately. If the child becomes ill during the course of the day, the parent will be called and asked to pick up their child immediately. The illness will be recorded in the Child's Health Record and the Daily Log Book. The child cannot return to care until he is symptom free for 24 hours.

4. Fire Regulations

The Ontario Fire Protection and Prevention Act requires that Providers have a functional, multi-purpose fire extinguisher in their home (ABC-minimum 2 lbs). The Ontario Fire Code and Building Code also require that homes be equipped with operational smoke detectors on each level.

No smoking/vaping is allowed in the Licensed Home Child Care homes and "No Smoking" signs must be clearly posted at all exists.

Each home must have a carbon monoxide detector adjacent to each sleeping area.

In addition, the ***Child Care and Early Years Act, 2014 (CCEYA)*** states that every home must have a fire evacuation plan, a copy of which must be on file with Mothercraft Ottawa.

5. Safety Checks

In accordance with the ***Child Care and Early Years Act, 2014 (CCEYA)***, every three (3) months a check of the home, virtual or in person, must be undertaken by the Licensed Home Child Care Advisor in order to ensure that all safety and emergency standards are being met and maintained.

6. First Aid Kit

The *Child Care and Early Years Act, 2014 (CCEYA)* requires that Providers keep and maintain a First Aid Kit in their home for the treatment of minor cuts, etc. The First Aid Kit must include the following:

- adhesive tape 1" wide
- bandages: clinging gauze, tensor, and triangular
- Band-Aids
- dressing: gauze, sterile 4" x 4"
- scissors
- disposable gloves
- current First Aid Manual.
- no liquids, creams or antiseptic swabs

The Provider is responsible for the routine checking and replenishing of the First Aid Kit. The First Aid Kit must be kept in a safe and readily accessible location accessible to the Provider only.

7. Identification

The Provider may not release children in their care to anyone other than the custodial Parent/Guardian or authorized person without the custodial Parent/Guardian's permission. If someone else is picking up the child, then the Provider must be notified by the custodial Parent/Guardian prior to the child leaving and identification must be shown if the Provider has not previously met the individual picking up the child.

It is the custodial Parent/Guardian's responsibility to keep Mothercraft Ottawa apprised of changes to the custody and access order/arrangements and provide copies of all supporting legal documentation.

8. Medical and Immunization

Providers and family members

Mothercraft Ottawa requires that Providers have a medical checkup prior to starting with the agency.

The City of Ottawa Health Department requires that Providers and all family members have a current record of immunization on file with Mothercraft Ottawa. These records must include:

- Diphtheria, Pertussis, Tetanus and Polio (DPTP)
- Measles, Mumps and Rubella (MMR)
- Tetanus Booster.

Children in Care

In accordance with the *Child Care and Early Years Act, 2014 (CCEYA)*, Mothercraft Ottawa must maintain records of immunization for all children in the Licensed Home Child Care Program who are not attending school.

Parents are required to complete the immunization form and submit an up-to-date copy of the child's immunization record prior to the child's first day in the program.

9. Medication

Providers are NOT REQUIRED to administer medication. In addition, the *Child Care and Early Years Act, 2014 (CCEYA)* stipulates that no medication (prescription or non-prescription) may be administered to a child without the written authorization of the Parent.

If the Provider agrees to administer medication, the Parent must sign and complete the Medication Authorization form. The medication must be supplied in the original container, of current date and be labelled with the child's name. The medication forms must be returned to Mothercraft Ottawa when the administration of the medication is completed. Drugs and medications are to be stored as directed and inaccessible to the children.

10. Harmful Substances

Providers must ensure that any items that could cause harm to a child, including poisonous and hazardous substances (e.g. recreational/medical cannabis, etc...) are inaccessible to children.

Providers must ensure that there is a space designated for storage for medical supplies, cleaning materials and equipment and other items that could cause harm to a child, such as poisonous and hazardous substances.

11. Reporting Abuse

Every person who believes on reasonable grounds that a child is or may be in need of protection must report the belief and the information upon which it is based promptly to the Children's Aid Society.

The Ontario Child and Family Services Act states that it is the professional duty of service providers and employees of service providers to report any suspicion of abuse.

To report concerns, please call 613-747-7800 and follow the prompts. You do not need to give your name.

Failure to report is an offence. Anyone who fails to report his/her suspicion of a child's abuse is liable, upon conviction, to a fine of up to \$2,000 as per the Child and Family Services Act.

12. Sanitary Procedures

Providers are expected to follow the guidelines specified in the Sanitation Policy.

13. Separation of Ill Children

The ***Child Care and Early Years Act, 2014 (CCEYA)*** requires that Providers ensure that when a child in their care appears to be ill, that child is separated from other children and the symptoms of the illness are noted in the child's Health Record and the Daily Log Book.

Where a child is separated from other children because of a suspected illness, the Provider will require the child to be picked-up immediately.

If the Provider feels that the child requires immediate medical attention, the Provider should take the following steps:

- Call 911, provide emergency personnel with the child's emergency card.
- Call Parent(s) or emergency contacts.
- Call Mothercraft Ottawa.

14. Serious Occurrences

Please refer to the Serious Occurrence Policy and Procedures.

It is advisable that the Provider arranges for transportation to the hospital by ambulance. The child's emergency card, which is held by the Provider, will be given to the emergency personnel.

15. Smoke Free Ontario – Act 2017

This legislation applies to all Providers working through Mothercraft Ottawa. The legislation mandates that all homes are smoke-free 24 hours a day, 7 days a week, this includes electronic cigarettes (vape). Garages that are attached to a house must also be smoke-free. In addition, smoking is prohibited in motor vehicles when children are present.

C. LICENSED HOME CHILD CARE

1. Nutrition

Providers are responsible for providing morning snack, lunch and afternoon snack, where applicable. A sample menu must be made available to Parents and the Licensed Home Child Care Advisor. Menus for children have been planned with consultation with a parent of the child and a Home Child Care Advisor.

The ***Child Care and Early Years Act, 2014 (CCEYA)*** states that infants under one year of age must be fed in accordance with written instructions from the Parents that are updated as needed.

Mothercraft Ottawa also requires that in the case of infants, Parents are to supply baby food, milk or formula as required. Once the child is drinking regular milk from a cup and eating regular food, the Provider is expected to supply meals and beverages.

Child's name must be clearly printed on any containers, bottles or food items brought from home.

Parents of children who have special dietary needs will supply foods, beverages and written instructions as needed.

The Provider will not be responsible for providing or feeding the child breakfast. Foods consumed at school are to be supplied by the Parents.

The *Child Care and Early Years Act, 2014 (CCEYA)* instructs that the requirements of the Canada's Food Guide must be met. No juices should be served. Milk and Water only.

2. Number of Children in the Home

Children are eligible to receive care from the age of six (6) weeks to twelve (12) years. Children over twelve (12) who still require supervision may continue in the Full Fee child care program.

The *Child Care and Early Years Act, 2014 (CCEYA)* indicates that there are no more than six children observed to be receiving care at the premises at any given time, including the home child care provider's own children. As an independent Home Child Care Provider, Mothercraft Ottawa requires a minimum of four licensed child care spaces to be reserved for the agency.

There must be no more than 3 children under the age of two years, to a maximum of six children under the age of six years (Provider's own children under 4 years count in this mix), to a maximum of 6 daycare children.

Additional restrictions may apply to Providers caring for special or medical needs of children.

3. Alternate Provider

In the event that an Alternate Provider, for example a spouse, is to take care of the children in a Provider's care, the Parents are to be notified as soon as possible. The substitution is deemed to be acceptable to the Parents if the Parents bring their child(ren) to the Provider's (or an alternate Mothercraft approved) home for their regularly scheduled care. The only exception to this is in the case of an emergency.

Alternate Providers are required to provide:

- Standard First Aid and CPR C Certificate
- Police Vulnerable Sector Check
- Immunizations

The *Child Care and Early Years Act, 2014 (CCEYA)* provides that every licensee shall ensure that every child who receives child care at a premises where it oversees the provision of Home Child Care is supervised by an adult 100% of the time.

Children must not be supervised by a person under 18 years of age.

If a Provider or family member becomes ill and alternate care is required, the Provider will notify the Parents as soon as possible. Parents may contact Mothercraft Ottawa Licensed Home Child Care office between 7:30 a.m. and 5:30 p.m. for assistance with arrangements for alternate care (whenever possible).

4. *Students and Volunteers*

Our Licensed Home Child Care Program does not support Students and Volunteers.

5. *Supervision*

The Licensed Home Child Care Advisor will make a MINIMUM of one (1) unannounced visit every three (3) months to the Provider's home while the children are present. Other virtual or in person visits may also be arranged as necessary.

6. *Supplies and Equipment*

It is expected that Providers will use their own supplies and equipment in delivering day-to-day child care services. For specific needs, Mothercraft Ottawa may make available by loan certain pieces of equipment for use by Mothercraft Ottawa's children in a Provider's care. The Provider is responsible for providing supplies and equipment for Private children. Subject to availability, this may include, but not limited to, booster seats, double strollers, sleep mats and playpens. Playpens are for sleeping and are not to be used as a play space. Mothercraft Ottawa prohibits the use of baby walkers and jumpers.

If the Provider chooses to borrow equipment, they will be responsible for the cost of cleaning, repairing or replacing the equipment that is lost or damaged through misuse (normal wear and tear is expected).

7. *Sleep Monitoring*

Please refer to Sleep Supervision Policy.

8. *Outdoor Play*

The *Child Care and Early Years Act, 2014 (CCEYA)* stipulates that every Provider shall ensure that children in their care have access to adequate outdoor play time. Specifically, the Act requires that each child who is in attendance for six hours or more in a day is outdoors for a minimum period of two hours each day, weather permitting.

As per the requirements of the *Child Care and Early Years Act, 2014 (CCEYA)*, all children must be supervised during outdoor play.

Parents will sign an “Outdoor Supervision form” for each child indicating that the Provider can/cannot take their child:

- To Back, Front, Side Yards
- Walk to local parks / splash pads
- Outings by car / Local Transit (If a provider is planning an outing beyond the city limits of Ottawa and Nepean (Hull and Gatineau to be considered beyond the city limits) they must inform and consult their Advisor.
- Library/Playgroups.

Providers must ensure that children receiving care are not on a balcony unless an adult is present at all times.

9. *Standing and Recreational Bodies of Water*

Please refer to Standing and Recreational Bodies of Water.

D. RESPONSIBILITIES

Many of the responsibilities of Providers, Parents and Licensed Home Child Care Advisors have been outlined in the previous sections; however, some additional responsibilities are as follows:

1. *Provider Responsibilities*

- a) The Provider will comply with Municipal and Provincial regulations and legislation governing Licensed Home Child Care.
- b) The Provider will provide care for the child, giving consideration to activities appropriate to the child's age and development.
- c) The Provider will consult the Licensed Home Child Care Advisor and Parent about any problems that arise in connection with the child. The Licensed Home Child Care Advisor will assist, support and refer families to appropriate resources should concerns arise.
- d) The Provider will inform their Mothercraft Ottawa Advisor or their designate when more forms are required i.e., medication authorization, accident reports, etc.
- e) Attendance records that are signed by both the Provider and the Parents must be received by Mothercraft Ottawa by the last working day of each month. Providers are encouraged to keep copies of all attendance records for their own files.
- f) The Provider must complete the log book daily.

2. Parent Responsibilities

- a) The Parent(s), Provider and the Licensed Home Child Care Advisor will sign a contract specifying pick-up and drop-off times. It is the Parent(s) responsibility to deliver their child to the Provider and pick them up at the contracted time. The Provider will not be responsible for taking a child to or from school or bus, unless otherwise arranged with Parents.
- b) Parents will give the Provider as much notice as possible if the child will not be attending because of illness or holidays. Parents will also advise the Provider if they are going to be late due to inclement weather, traffic, etc.**
- c) Parents are expected to notify their Provider and Mothercraft Ottawa with regard to any changes in phone numbers, addresses (at home or work) and hours of care.
- d) The Parents of infants will provide baby food, formula, diapers, etc. labelled with the child's name. The Parents of school-age children must ensure that all lunch bags and food containers are labelled with the child's name.
- e) It is the Parents' responsibility to maintain appropriate hygiene for their child i.e., regular bathing and hair washing. Seasonally appropriate clothing is necessary, as is a change of clothing.
- f) Parents of school-age children will inform the school of their Provider's name, address and phone number (to be used only when the school cannot reach the Parent). If a child becomes ill or is hurt while at school it is the Parent's responsibility to pick up the child.
- g) Parents of school-age children should give the Provider a calendar of school Professional Development (P.D.) days.
- h) Any change which may occur at home or school which could affect the child's behaviour should be reported to the Provider.
- i) As required by the *Child Care and Early Years Act, 2014 (CCEYA)*, Parents of children not attending school are to provide an immunization record for their child prior to the commencement of care.
- j) Parents are required to sign attendance sheets at the end of each month. This signature authorizes payment to the Provider.
- k) Parents are required to make arrangements for pre-authorized debit or credit card payments, if required.

3. Licensed Home Child Care Advisor Responsibilities

- a) The Licensed Home Child Care Advisor and Program Manager are responsible for the enforcement of the ***Child Care and Early Years Act, 2014 (CCEYA)*** as set out in the Handbook.
- b) The Licensed Home Child Care Advisor is available for discussion with Parents regarding concerns about their child's development or care arrangement. The Licensed Home Child Care Advisor will assist, support and refer families to appropriate resources should concerns arise.
- c) The Licensed Home Child Care Advisor will contact Parents periodically to ensure ongoing communication. Parents are encouraged to call or email should concerns arise.

E. **SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES**

A. Accepting a child into care

The Home Child Care Provider is responsible for signing children in on the attendance record (Log book) 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. (Log book)

Where a child has not arrived in care as expected

1. 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 one hour after the schedule time. Home Child Care Providers shall text message the parent/guardian, if the parent/guardian did not respond in 30 minutes, the provider must call at least once and leave a message.
 - If the provider was not able to reach the parent/guardian to confirm the child's absence, the provider should contact the Home Child Care Advisor/Manager. Next steps may involve contacting Executive Director, calling police, etc.
2. Once the child's absence has been confirmed, Home Child Care Provider shall document the child's absence on the log book and any additional information about the child's absence in the daily written record.

B. Releasing a child from care

The Home Child Care Provider shall only release the child to the child's parent/guardian or another individual that 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.

Where a child has not been picked up as expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived 30 minutes after the scheduled time, the Provider shall proceed with contacting the parent/guardian or authorized individual. The Home Child Care Provider shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Where the Home Child Care Provider is the person contacting the parent/guardian and they have been unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the Home Child Care Provider shall contact the Emergency Contacts.
3. Where the Home Child Care Provider is unable to reach the Emergency Contacts, the provider shall contact the Home Child Care Advisor/Manager.
4. If the Home Child Care Advisor/Manager is 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 scheduled pick up time, the Home Child Care Advisor shall notify the Home Child Care Manager (if not already informed) and the Executive Director (or their designate) who will proceed with contacting the local Children's Aid Society (CAS). The Executive Director (or their designate) shall follow CAS's direction with respect to next steps and communicate these with the Home Child Care Advisor/ Manager who will take the appropriate actions in collaboration with the Home Child Care Provider.

Dismissing a child from care without supervision procedures

Where a parent/guardian has provided written and signed authorization for their child to be released from care without supervision, 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.

F. SICK POLICY AND HEALTH GUIDELINES

In order to protect all children within the home, we have set up guidelines in conjunction with the City of Ottawa Health Unit. If at any time the Provider feels that a child is too sick, they have the option of not allowing the child into the home until a doctor has approved his/her return. Parent(s) are encouraged to stay at home with sick children or to have their own alternate care arrangements.

If the child is going to be absent due to illness, the Parents should notify the Provider as soon as possible, with the type of illness which should be recorded in the Child's Health Record.

Note:

A Provider is not permitted to administer any medication (prescription or non-prescription) without a medication form signed by the Parent.

KEEP A CHILD AT HOME IF HE/SHE HAS:

1. A temperature of 38°C/100.4°F or over. *Children must be symptom free for 24 hours before returning to the program.*
2. Conjunctivitis, which is an eye infection commonly referred to as "pink eye". The eye is generally red with some burning and there is a yellow discharge.
3. Bronchitis. This can begin with hoarseness, cough and a slight elevation in temperature. The cough may be dry and painful, but it gradually becomes productive.
4. Rashes that you cannot identify or that have not been diagnosed by a physician.
5. Impetigo of the skin, which shows up as red pimples which eventually become small vesicles surrounded by a reddened area. When the blisters break, the surface is raw and weeping. The lesions occur in moist areas of the body such as the creases of the neck, groin and underarm, face, hands or edge of the diaper.
6. Diarrhea (3 watery or greenish bowel movements that look different and are more frequent than usual). *Children must be symptom free for 24 hours before returning to the program.*
7. Vomiting (more than the usual "spitting up"). *Children must be symptom free for 24 hours before returning to the program.*
8. Severe cold with fever, sneezing and nose drainage.
9. Any kind of illness and not been unable to participate fully in regular activities should be cared for at home.
10. Been on a prescribed medication for less than 24 hours for a condition requiring exclusion from the program according to the City of Ottawa Guidelines for Communicable Disease and Other

Childhood Health Issues for Schools and Child Care Facilities (CCF). Your child must be able to cope with all aspects of the program.

Providers will notify Parent(s) if the children in care have been exposed to or have a communicable disease.

The needs of a child with a chronic disease/syndrome will be assessed according to the Public Health Unit and the child's personal physician.

The City of Ottawa Health Department recommends the use of **UNIVERSAL PRECAUTIONS**.

G. VACATION AND ILLNESS POLICY

SUBSIDY VACATION/ILLNESS

1. The City of Ottawa allows thirty-six (36) days (pro-rated) of absenteeism (sick and or vacation) per year, January to December. Additional days away will be charged back to the parent.
2. Providers will be paid for absent days at the rate in effect when those days occur.
3. Parent(s) who keep their children at home after their 36 days are exhausted will be liable for the cost of care for their children and full fee rates will apply. **It is the Parents' responsibility to keep a record of their vacation/sick days.**
4. For illnesses exceeding ten consecutive days or for illnesses exceeding three consecutive days immediately following a child's vacation period, the Parent may be asked to provide Mothercraft Ottawa with a medical certificate within one (1) week of returning to care.

FULL FEE VACATION/ILLNESS

1. Parents pay for every day that the Provider is available to provide care, including the child's sick and vacation days.
2. The Provider is not required to be available on Statutory Holidays; however, the parent is required to pay for the statutory holiday if it falls on a regular scheduled day of care. **In the event that care is agreed upon for a Statutory Holiday, the regular rate and a full day rate will apply.**
3. Parents are not required to pay when the Provider is unavailable and alternate care is not available or needed.

H. VEHICLE AND TRANSPORTATION

It is the Parents and Providers responsibility to ensure that each child be secured in the vehicle by use of a proper car seat, booster seat or seat belt, in compliance with the regulations stipulated by the Ministry of Transportation and the Manufacturer's recommendations re: age, weight, height and expiration date of the seat must be followed. The seat must meet Canada Motor Vehicle safety Standard 213.