



PARENT & PROVIDER HANDBOOK

REVISED OCTOBER 2019

TABLE OF CONTENTS

WELCOME.....	3	OUTDOOR PLAY.....	16
OUR PHILOSOPHY.....	3	OUTDOOR SAFETY.....	16
AGENCY MANDATE.....	4	OFF SITE EXCURSION POLICY.....	17
ADMINISTRATIVE STRUCTURE.....	5	FIELD TRIP BACKPACK.....	17
AGENCY MONITORING POLICY.....	5	PORTABLE CHILD FILE INCASE OF EMERGENCY.....	17
CONTRACTS.....	5	EMERGENCY SUPERVISION.....	17
FAMILY RECORDS.....	6	NATURAL DISASTER.....	18
SUPERVISION AND RATIO POLICY.....	6	LOCK DOWN.....	18
COMMUNICATION POLICY.....	7	TRANSPORTATION.....	18
OPENDOOR PARTNERSHIP/POLICY.....	7	IMMUNIZATION.....	18
CHILD GUIDANCE POLICY.....	8	ILLNESS.....	19
FAMILY INVOLVEMENT POLICY.....	9	ADMINISTRATION OF MEDICATION.....	19
WHAT TO BRING TO DAY HOME.....	9	MEDICAL CONDITIONS.....	20
PROVIDER RESPONSIBILITY.....	9	COMMUNICABLE DISEASE.....	20
OVERVIEW OF PROVIDER/HOME SAFETY:.....	9	SPECIALTY HEALTHCARE.....	20
RESIDENCE.....	10	PAYMENT INFORMATION.....	20
VISUAL IDENTITY.....	10	ATTENDANCE.....	21
INSURANCE.....	10	PROVIDER HOURS OF SERVICE.....	21
TELEVISION AND TECHNOLOGY.....	10	WHEN PROVIDER IS UNAVAILABLE TO CARE.....	21
SOCIAL MEDIA.....	10	SUB-CARE/BACK-UP CARE.....	21
SMOKING/VAPING.....	11	CONSISTENCY OF CARE.....	21
ALCOHOL/CANNABIS.....	11	RELEASE OF CHILD.....	21
STORAGE OF FIREARMS.....	11	REASONS PROVIDER WILL NOT RELEASE A CHILD.....	22
STORAGE OF HAZARDOUS PRODUCTS.....	11	CPS -- LATE PICK UP OR UNCLAIMED CHILD.....	22
PETS.....	11	CPS – ABUSE AND NEGLECT.....	23
DIAPERING.....	11	EMERGENCY SITUATIONS.....	23
SANITARY CONDITIONS.....	12	EMERGENCY SUPERVISION.....	23
HYGIENE.....	12	PARENT WITHDRAW OR TERMINATION OF CARE.....	24
BATHING.....	12	CONFLICT RESOLUTION/GRIEVANCE.....	24
FOOD SERVINGS AND NUTRITION.....	13	NEW PROVIDER SCREENING.....	25
SAFE SLEEPING PRACTICES.....	13	RESPONSIBILITIES OF DAYHOME PROVIDER.....	25
MINOR INJURIES.....	14	PROVIDER NOTIFICATION REQUIREMENTS.....	26
INCIDENTS.....	14	TERMINATION OF CHILD CARE.....	26
PROGRAMMING POLICY.....	14, 15	TERMINATION OF AGENCY PROVIDER CONTRACT.....	26
DAILY SCHEDULE OF ACTIVITIES.....	16		

WELCOME

We would like to thank you for choosing our quality child care program. Evolution Family Day Home Agency is built on a solid child care foundation of relationships and great communication. We recognize each family as individuals with different needs. Agency services are designed to meet the unique needs of families. Communication is the key to good child care teamwork.

The parent(s), the provider, the agency and the community all work together in the best interest of the child. We encourage and provide opportunities for involvement in the program.

At Evolution Family Day Homes we specialize in pairing families with Early Learning Professionals, enrolling children and providing referrals to other community supports and services.

At the time of enrollment, the agency will provide families with detailed information about the provider they have chosen. This profile will include information about home visits, complaints received and any incidents that may have occurred in the provider's day home. We believe in transparency and providing families with the information they need to make an informed childcare decisions.

OUR PHILOSOPHY

It is our intent to provide play experiences to stimulate children socially, emotionally, physically, intellectually and creatively. We recognize that each child is unique and has different abilities, so we work towards each child attaining independence at their own rate of development.

1. All families are entitled to quality childcare.
2. Childcare options must be available to parents of all income levels.
3. Those who deliver child care must be accountable for the quality of service they provide.
4. Effective communication between all parties involved is essential.
5. A quality childcare program nurtures the WHOLE child, including social, physical, intellectual, creative and emotional development.
6. A quality childcare program provides a physically and psychologically safe environment for children to explore, learn and grow.
7. A quality program, nutritious meals and snacks, a healthy and safe environment, one on one positive interactions, stability and consistency of care are essential.
8. A provider knowledgeable in Early Childhood Development, enthused about ongoing training, personal development and growth is an essential element to a quality childcare program.
9. Agency support and monitoring of childcare are necessary to ensure quality.
10. The well being of each child begins with the well being of the family unit.
11. Families need to be treated with respect and dignity.

AGENCY MANDATE

To provide Quality Child Care in Family Day Home Environments

Offering child care options that best meet unique family needs recognizing

- Type of care (part-time, full-time, school age, seasonal)
- Children's ages
- Parent childcare contract needs (days per month)
- Medical consideration
- Cultural consideration
- Children with identified special needs and care
- Family transportation issues
- Individual family circumstances

To provide Affordable Quality Child Care

Child care fees based on market trends and demographics

- Reviewed annually in consultation with parents and providers
- Flexible child care fee payment options

One month's notification will precede any change in Agency child care fees

To provide Quality Services to Families

Quality family day home child care – part time, full time, school age

Respite care for families identified as "at risk"

Transportation provisions to meet unique family circumstances

- Flexibility for parent sign up location (in office, in the workplace, etc.) when families have transportation limitations
- Ensure that providers who transport have appropriate car insurance, approved licensing, approved car seats installed as per manufacturer's instructions (and Department of Transportation regulations that are appropriate for the number and weight of children being transported).

Confidentiality by Agency Staff and Providers

- Non-disclosure of any information
- Respect and enforcement of the Agency Confidentiality policy

Academic play-based programming for children

Recreation programming for children

Referrals to Health Services

Family and child community referrals

Adult education

To treat families in a dignified manner, ensuring that they are self-empowered to identify their own unique needs.

ADMINISTRATIVE STRUCTURE

- I Ministry of Human Services**
- II Child and Family Services**
- III Accreditation of Early Learning and Care Services**
- IV Family Day Home Agency (Evolution Family Day Home Agency)**
- V Agency Owner / Program Coordinator (Amanda Ganske, Charity Worthington)**
- VI Agency Family Day Home Visitor / Consultant (Amanda Ganske)**
- VII Family Day Home Providers**

AGENCY MONITORING POLICY

The agency will monitor all active providers a minimum of six(6) times per year with both scheduled and non-scheduled visits. The agency will document monitoring visits on a Provincial Family Day Home Agency Home Visitor – Consultant checklist.

The Agency must complete two(2) safety checklists per year and document them using a CFSA approved Home and Safety Inspection checklist.

Agencies visit all providers every two(2) months but will increase the frequency of home visits in the event the provider is returning after a leave or experiences a significant change in their personal circumstances. Visits include monitoring compliance to Ministry Standards, offering advice and training.

The agency ensures that all non-compliances are documented, addressed and rectified in a timely manner. Agency staff will document non-compliances on Provider Profile. As well, any complaints about a provider will be documented and submitted monthly to CFSA.

The agency will ensure all child care professionals are informed about changes to program delivery and government information that will directly affect them.

Provider profiles are kept in the office and available for parents to review by request and upon registration.

CONTRACTS

Parents are responsible for choosing an appropriate child care provider and for monitoring care on a daily basis to ensure quality and that their children's individual needs are being met. Parents will contract with both the Agency and the Provider to meet their child care needs. Parent review of these contracts is essential as parents are responsible for complying with the terms and conditions of the same. Contracts indicate arrival and departure times, and days per week required for care.

Parents will complete a child registration profile to provide the agency and the provider with information related to health, immunization, access, likes/dislikes and parent permissions.

Parents must provide the agency and the provider with a copy of Court Ordered Custody Agreements and/or any other related child access documents/court documents as applicable.

FAMILY RECORDS

The agency will maintain family records as follows:

*name *address *contact information for each parent enrolled in the program *emergency contact information for each parent *names of children *birth dates of children *medical information for the children **“release to” list of persons to pick up *parent permissions *records related to the placement process *consent to administer medications *consent to participate in off site activities *accident and incident forms, etc.

Records specific to the child or parent(s) must be available to the parent(s) with reasonable notice and available to the CFSA at all times.

Records will be maintained on agency premises for two years.

SUPERVISION AND RATIO POLICY

At any one time, a provider shall care for a maximum of six (6) children 0 – 6 years of age, including the providers’ own children. Of these children, not more than three may be under the age of three (3) years of age, and of these children, not more than two may be under two (2) years of age.

Children receive developmentally appropriate supervision by the provider at all times.

<u>AGE OF CHILD</u>	<u>LEVEL OF SUPERVISION REQUIRED</u>
Up to 19 months old	<ul style="list-style-type: none"> ● Within provider’s sight at all times, unless the children are napping, in which case an infant monitor must be used.
20 months to 4 years	<ul style="list-style-type: none"> ● Not allowed to use outdoor playspace without supervision. ● Must be within hearing distance at all times. ● When children are napping an infant monitor may be used. ● Provider physically goes to check every 3-5 minutes.
5 years to 8 years	<ul style="list-style-type: none"> ● May use outdoor playspace without supervision if they are in sight of provider (e.g. through a window) ● Provider physically goes to check every 5-10 minutes.
9 years to 12 years	<ul style="list-style-type: none"> ● May be allowed more freedom within the provider’s private residence and in the providers outdoor play space ● Provider must know where children are at all times. ● Provider physically checks frequently, considering what is age appropriate and developmentally appropriate for the children

COMMUNICATION POLICY

Evolution Family Day Home Agency believes positive and consistent communication practices will provide a successful child care experience for your family and child in care. Agency staff and providers will keep all information concerning the child confidential and will only share with others with the parent's consent.

Our agency communication guidelines are as follows:

- Agency's aim is to listen to all concerns and questions and to offer professional problem solving and assistance.
- Agency will provide information about family services offered by the community and social organizations.
- Agency will supply parents and providers with government and community resources, and information when needed or requested.
- Agency will conduct Staff Training Meetings at a minimum bi-monthly basis.
- Agency will generate regular newsletters which can be accessed by subscribed email, website or picked up at the agency office or your day home.
- Parents need to communicate any updated information such as parent's home and work address, available contact numbers, and emergency contact information. We are required to have the address of where the child resides as well as all relevant health information regarding the child in care.
- Parents will communicate any changes in the child's home/family life, behaviour or routines that will affect their care.
- Providers will communicate and display emergency procedures and information
- Providers will display regular programming, child observations, menus, and a daily schedule.
- Providers will have in the day home a clipboard or tablet available for children's attendance, safety outdoor and indoor checks, and fire drill dates.
- Providers will have available a Communication Book for the purpose of exchange of information between agency, provider and parent. The binder will have any agency/consultant messages, community resource list, information pamphlets, copies of new policies, documents, newsletters, extra field trip forms and any other information pertaining to the care of your child.

OPENDOOR PARTNERSHIP/POLICY

Evolution Family Day Home Agency believes in developing a close partnership with families so they feel valued and supported. Therefore it is important that parents participate in their child's childcare program and establish a positive relationship with the agency and with the provider. Families are welcome to visit their child's day home and the agency office at any time.

Please feel free to approach us with any comments, concerns or questions regarding the agency program, the day home or your child's care.

As well, we extend to parents an invite to participate in creating and reviewing child care policies and practices annually. Please read emails and our newsletter that provides information in this participation of partnership. Creating a positive approachable partnership with the agency and the day home will ensure a safe and confident relationship for your child.

CHILD GUIDANCE POLICY

The purpose of child guidance is not to punish a child but to teach appropriate behaviour and develop self control. Corporal punishment is not an acceptable form of child guidance in a family day home and will not be tolerated.

PARENT'S ROLE

Parents and providers will work in partnership for the best interest of the child within the family day home program. Providers must communicate openly with the children's parents in regards to the child's behavior in the family day home program on a regular basis.

Parents will be requested to share ideas and philosophies regarding behavior strategies with the provider.

GUIDELINES AND PROCEDURES

1. The provider acts as a role model at all times.
2. Positive reinforcement of acceptable behaviour is expected, as children tend to repeat behaviours that are satisfying and rewarding.
3. Providers will clearly state and review house rules and expectations of behaviour.
4. Providers will use immediate and consistent responses to inappropriate behaviour.
5. In the case of a tantrum the child will be handled in such a way that the child does not injure himself or others.
6. Threats, ridicule or other forms of verbal abuse will not be tolerated.
7. Guidance techniques should be discussed with your family day home provider.
8. Evolution Family Day Home Agency will not tolerate the physical, emotional, verbal, sexual abuse or neglect of the children in our program. In all of the above situations, we will follow procedures as laid out by Child Welfare as described in "Protocols for Handling Child Abuse and Neglect in Child Care Services".
9. Evolution Family Day Home Agency insists that the providers and parents are to be treated with respect and professionalism. At no time, will any type of abuse by either party be condoned. Should there be any difficulties the day home consultant is available to assist in clarifying difficulties, mediating and problem solving. Group punishment for the actions of one will not occur in the family day homes.

The following approaches will be used by Evolution Family Day Home providers when a behavioral issue does happen. Providers will:

- **Reassure:** Use calm and clear communication with the child
- **Redirect:** encourage children to play with another toy; partake in a different activity.
- **Resolve:** discuss with children about feelings and outcome.
- **Reflect:** consider strategies to prevent the behavior from occurring again

Our behavior guidelines will be used for all age groups with the following additions

PRESCHOOL

- Encourage Verbal Expression: Child will be taught to use positive words to explain their feelings.
- Alternative Positive Choices: Child will be asked how they could have solved the problem or have acted more appropriately.

OUT OF SCHOOL

- Encouraged to solve problems independently.
- Day home providers may offer ideas or ask questions to promote problem solving

FAMILY INVOLVEMENT POLICY

Your child will spend a large part of his/her day in the family day home. We really do want the day home to feel like an extension of home and therefore we encourage you to share your lifestyle, traditions, and celebrations with the family day home provider.

Some suggestions on how parents can be involved in the day home are:

- Send to the day home some family pictures of your child engaged in day to day activities or special occasions, pictures of your child and other family members such as parents, siblings, grandparents, pets etc. This could be presented in a small album or displayed on the wall but should be available for your child to view during the day for the purpose of discussion and comfort to the child
- Bring items of your family's culture such as food, toys, books or language samples for all children.
- Share child care or family resources and community information you partake in with your provider and the agency.
- We invite you to participate in any off-site excursions and/or plan to spend time in the day home program by helping with art, cooking, reading and attending celebrations. Come play with the children and meet other parents.
- We encourage you to share landmarks in your child's daily life with his/her provider. For example, if your child has learned a new skill, share this with the provider and day home children. If a new baby is on the way, be sure the provider is aware of this so she can help your child adjust to the upcoming changes he/she may experience. If the child has a new interest, please tell the provider so she can use this in program planning. If something substantial has changed in your child's life such as a new partner, grandparent moving, family illness etc. please make your provider aware so (s)he can help the child adjust.
- Be involved in the programming for your child. The programming is displayed for parents to view and discuss. We encourage parents to give suggestions on programming to your provider.

WHAT TO BRING TO DAY HOME

Children must be appropriately dressed for the weather each day and a change of clothing is recommended. Children go outdoors each day (weather permitting) so appropriate outdoor clothing is required as well. The following items must be labelled:

- Change of clothes
- Diapers, baby wipes, change pad, if applicable
- Formula, baby food
- Running shoes, slippers
- Toothbrush
- Special diets are to be provided by the parent

PROVIDER RESPONSIBILITY

The provider is responsible for the safety, health and well being of children in care. The daily routine must have opportunities for children to grow and develop physically, socially, intellectually, creatively and emotionally. The physical setting, space, equipment, toys and materials must be appropriate for meeting the child's development needs.

OVERVIEW OF PROVIDER/HOME SAFETY:

The provider shall insure that the children in her care are in a safe environment at all times. The home shall be safe, clean, warm, well lit and well ventilated. In each home the following standards will be in place:

- Each adult (over 18 years of age) that is a permanent resident of the provider's home or may be in the provider's home regularly during the provider's regular operating hours – must have an RCMP Security check (including vulnerable sector search) completed prior to approval of the home for child care and these must be updated every three years
- A signed statement by the applicant must be in place disclosing any prior criminal offences of any person under the age of 18 years who resides with the provider in the proposed family day home
- Each day home provider must have valid first aid certificate in Emergency Child Care (including infant/child CPR) within three months of signing a contract with the Agency. Providers are required to renew documents as needed

- Areas or rooms that are off limits to children will be completely child safe or will be locked securely by a locking door knob, a high latch mechanism, a door knob sleeve that children cannot open or a gate that children cannot climb over
- Safety gates are to be hardware mounted at the top of stairs
- Pressure gates may be used when defining areas that are to be inaccessible and used to block child access
- Household vitamins and medications are stored above five feet and locked with child safe closure.
- Emergency medications must be available but stored inaccessible to children (e.g. five feet up)
- Working smoke detectors must be installed on all levels of the dayhome
- Working carbon monoxide detector to be located on at least one level of home
- A working telephone is required at all times
- The provider will have a written emergency plan, with alternate accommodation and arrangements for transportation to alternate care location should an emergency arise
- Fire evacuation procedures will be practised with the children on a monthly basis and documented
- All potentially hazardous products must be stored in an inaccessible manner (locks, high shelves, child locks, etc)
- Blind and drapery cords are tied up
- Windows in all rooms used for child care
- Adequate heat, light and ventilation
- All surfaces, furnishings, equipment and toys must be in good repair
- Shelves that exceed children's height must be stabilized to prevent them from tipping over and/or anchored to the wall
- Where there are pets or other animals in the day home: pets must be child friendly, children must not have access to pet food or pet waste, must not have unsupervised access to animal, pets must be immunized and vaccinated, pet feces must be removed from yards on a daily basis and reptiles must be kept in safe, locked aquariums.

RESIDENCE

In order to meet the developmental needs of the children in care, space must be provided for the following: sleep and naps, quiet play, individual play, active play, messy play and group activities. The residence must be in good repair. There must be windows in all rooms used for child care, adequate heat, light and ventilation; clean, comfortable surroundings, having sufficient space for developmental activities of the children in care.

VISUAL IDENTITY

Providers must display the visual identity for Family Day Homes in a prominent place in the provider's residence while they are approved. The sign must be returned to the Agency when the provider's contractual agreement is terminated.

INSURANCE

All agency Providers must have home insurance coverage with a liability amount of no less than 2 million dollars per occurrence. All providers who transport children must obtain vehicle liability insurance coverage at a minimum of 2 million dollars per occurrence.

TELEVISION AND TECHNOLOGY

Television viewing is discouraged in the day homes, but may be used for short periods of time to aid in transitions (i.e. lunch prep) or as an extension of an activity in the home (i.e. children have been playing "construction", therefore the program "Bob the Builder" might be appropriate. Computers are to be used only as an extension of an activity. Nintendo, Game Boys, Sega, DS, etc. are NOT to be used in family day homes. Please be advised that the Alberta Government has mandated that day home children under two will not have access to media material at all.

SOCIAL MEDIA

Prior to taking any photos or video of family day home children, providers ensure parent permissions are in place for photo or video release. Photos and videos are for Family Day Home parent(s) and/or agency use only. Photos and videos are NOT to be posted on any social media website by a provider or agency staff.

SMOKING/VAPING

Cigarettes and vaping devices must be kept inaccessible at all times. Smoking/vaping is not permitted on the premises of the family day home during the hours that children are being cared for. Smoking/vaping is not permitted at any time or in any place where children are being cared for including off site areas and during field trips or other program related activities. All rooms where smoking/vaping has occurred are well ventilated prior to use by children.

ALCOHOL/CANNABIS

Must be kept inaccessible at all times. Alcohol/cannabis consumption is not permitted on the premises of the family day home during the hours children are being cared for. Alcohol/cannabis is not permitted at any time or in any place where children are being cared for, including off site activities and during field trips or other program related activities.

STORAGE OF FIREARMS

If kept on premises, firearms will be stored under lock and key. Ammunition will be stored under lock and key in a location separate from the firearms. All keys will be kept in an inaccessible location.

STORAGE OF HAZARDOUS PRODUCTS

The provider will ensure children do not have access to hazardous products. Including but not limited to:

- All chemicals, paints, pesticides, alcohol, tobacco, personal care products and household cleaning products.
- Hazardous plants both in and outdoors
- Knives and other sharp objects
- Coins, jewelry and other small items
- Tools and power tools
- Lighters and matches
- Pet food and supplies
- Plastic bags
- Loose batteries
- Gardening tools and equipment
- Firearms (see firearms storage)

Exceptions to the above:

- Unopened containers of alcohol may be kept on the top shelf at the back of the refrigerator, preferably obscured from view
- Liquid dish soap and non medicated hand lotions may be kept on the back of the kitchen counter
- To assist with independent bathroom routines for older children toothpaste may be stored in a drawer or medicine chest. And liquid soap may be kept on the back of the bathroom sink
- Shampoos and conditioners, without warning labels, may be stored at the far side of the tub with shower curtain or door closed

PETS

Where there are pets in a provider's home, children must not have access to pet foods/water or wastes, children should not have unsupervised access to pets, pet vaccinations must be kept up to date, litter boxes kept clean and inaccessible, pet living quarters must be kept clean in order to protect against odours and contamination, and reptiles and amphibians must be kept in safe, locked aquariums or cage.

DIAPERING

Diapering is done on non-porous individual change pads that are disinfected after each use. Soiled diapers are disposed of in plastic bags and placed in tightly covered garbage containers. Children are diapered in a location that allows for the supervision of all children.

SANITARY CONDITIONS

The provider must ensure that all necessary conditions are met, and all required standards of hygiene are followed to insure a healthy environment for children.

BATHROOM SINKS, COUNTERS AND TOILETS

- are disinfected daily or more frequently as required

POTTY CHAIRS, TOILET RINGS AND DIAPERING SURFACES

- are disinfected/sanitized after each use.

BEDDING, TOYS AND EQUIPMENT

Children who nap will have their own sleep surface and bed linens. Bed linens will be stored separately to avoid possible cross contamination and shall be washed at least once per week and daily, if soiled. Toys and equipment shall be washed and disinfected at least once per week and daily if children in the day home are or become infectious. Infant mouthing toys will be cleaned and disinfected daily. Providers will document toy and equipment cleaning and disinfection dates on agency approved forms.

HYGIENE

The provider will use sanitary hand washing procedures before and after activities as follows:

- before and after diapering, food preparation, eating and administering first aid
- before feeding a child or administering medications
- after checking a diaper, using the toilet or assisting a child, wiping noses, coming in from outdoors, handling pets or animals, caring for a sick child, etc.

Children are involved in hand washing routines:

- before and after meals
- following toileting and diapering routines
- after playing outdoors or with pets or animals
- children will have their own washcloths and hand towels which are stored separately to avoid cross-contamination OR use single use paper towels that are discarded after each use.

BATHING

If a situation arises that requires the provider to bathe a child (e.g. vomiting, fecal matter), the provider must use good judgement, contact the agency prior to bathing, provide enhanced supervision related to the child in need of the bath and ensure supervision of all other children in the residence. It is recommended that the provider obtain supervision assistance from another responsible adult (agency staff or other resident in the home).

NOTE: criminal record check including vulnerable sector search must be in place for all supervising adults.

FOOD SERVINGS AND NUTRITION

Providers are required to serve one meal and two snacks daily for children in full time care. All meals and snacks provided are to abide by the Canadian Food Guidelines. Please visit the link at

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

The provider's daily menus are to be posted and any changes to the menus are to be made directly on the menu plan.

Providers are encouraged to facilitate family style serving of meals. Providers serve meals and snacks at appropriate times, in sufficient quantities and in accordance with each child's needs including allergies and special diets.

Providers ensure that

- hot foods are kept hot and cold foods are kept cold at all times
- meals and snacks are in accordance with the Canada Food Guide
- menus are made available daily to parents and agency staff
- the manner in which children are fed is appropriate for age and level of development
- children remain seated while eating and drinking
- no beverages are given to children while napping
- special diets are to be provided by the parent
- infant formulas and infant food is to be provided by the parent

Providers follow health guidelines around the safe, sanitary preparation of food and storage and service of food. Food prep areas and serving utensils will be sanitized after each use.

Providers ensure infant feeding practises comply with the following:

- formula and baby food are provided by the parent
- bottles are clearly labelled with child's name
- children under 6 months of age or incapable of feeding themselves are to be held by the provider or securely placed in infant seats or highchair when being fed
- children of any age are not given bottle in bed to help prevent choking issues, ear infections and bottle mouth syndrome
- when families choose to supply their children's meals, the program/provider encourage them to follow the Canada Food Guide. The provider will supplement meals/snacks should the Canada Food Guide not be followed
- menus are posted on the parent board and reviewed at bi-monthly monitoring visits

SAFE SLEEP PRACTICES

Sleep is very important for children's growth and development. Therefore naps are established into the day home routine. Naps will be secure, comfortable and hygienic for each child that requires a nap.

Most children over the age of 12 months will nap on a mat or cot. The sleeping mats and cots will be sanitized regularly and the bed linens will be cleaned weekly and daily when soiled. For children that require cribs and are under the age of 12 months, a crib will be provided. The cribs provided must be approved by Health Canada and the following regulations regarding sleep practice must be adhered to.

- The crib must be firm, flat and uncluttered,
- No stuffed or other toys, pillows, heavy blankets, or bumper pads in the crib.
- Infants must be placed onto their backs to sleep
- No bottles/sippy cups are allowed in the crib.

Playpens are prohibited to use by providers for nap/sleep times

Parents ought to assist the provider by keeping similar nap routines and practices at home.

Parents and Providers need to ensure each child's sleep/nap times are individualized and meet the child's needs.

MINOR INJURY

Minor cuts and abrasions suffered during day home hours will receive proper care-- specifically, they will be washed out with warm water and properly bandaged. Treatment will be logged in our incident/accident form with detailed information about how and when the injury occurred. Parent/guardian will be required to sign this form on arrival.

INCIDENTS

If a child sustains an injury or there is a critical incident that required medical treatment, emergency services personnel, police or RCMP or there is any way an unusual or unexpected occurrence, providers must insure:

NON-CRITICAL INCIDENT -Defined as:

An illness or accident that does not require emergency personnel and/or overnight hospitalization.

- Assess the situation and environment
- Administer first aid and seek medical assistance, if required
- Immediately notify parent or emergency contact if unable to reach parent
- Ensure the safety and well being of other children in care
- Notify the agency within 24 hours after the occurrence
- Complete all documentation as required
- Participate in investigation as applicable

CRITICAL INCIDENT- Defined as:

- An emergency evacuation
- Unexpected program closure
- An intruder in the provider's residence
- A serious illness or injury
- An error in the administration of medication
- The death of a child
- An unexpected absence of a child from the program (e.g. lost)
- A child removed from the program by a non-custodial parent
- An allegation of abuse or neglect by the provider or other resident of the home
- A child left unattended in the provider's home outside the provider's operating hours

If a critical incident occurs, a provider must:

- Obtain emergency medical assistance, as required
- Immediately notify the parent or emergency contact if parent is unavailable
- Notify the agency immediately and complete incident report
- Participate in an investigation conducted by the agency and/or CFSA or other law enforcement agencies as required

Severe physical injury or medical emergency would include (but are not limited to):

Excessive bleeding, difficulty breathing, severe bruising, broken bones, severe allergic reactions, asthma attacks, convulsions dehydration, shock, severe burns, etc.

Agencies must immediately report (upon learning of the occurrence) all critical incidents as identified above to the provincial Authority. The provincial Authority CEO ensures that an investigation is immediately initiated by the Child and Family Services Authority.

PROGRAMMING POLICY

Every provider is responsible to plan, display and implement regular programming that meets the needs, interests and abilities of each child in their care. There must be recorded evidence of child observations and interests that is integrated into the programming. Programming should be flexible depending on children's needs and if changes occur they are noted on the displayed programming. The Providers must also show reflective comments and resources on their displayed

programming. The daily program, which includes both indoor and outdoor activities, should be made available to parents or consultants/home visitors who ask to see it.

The provider's programming must include and promote the following:

- positive and caring interactions and communication
- Children are to be reflected in the Dayhome through interest based programming.
- Promote a sense of belonging by displaying family pictures of the children engaged in day to day activities or special occasions, pictures of the child and their family members such as parents, siblings, grandparents, pets etc. available for each child to view during the day for the purpose of discussion and comfort to the children.
- an inclusive environment of diverse resources, toys and materials
- physical, social, intellectual, emotional and creative learning domains
- learning through exploration and open ended play
- Developmentally appropriate activities for age, cognitive and physical ability.
- A comfortable space and time for quiet reading and realization.

ACTIVITY	WHAT SKILLS WE ARE PRACTICING
FINGER PLAYS	Language development, fine-motor skills, counting, coordination, and self esteem.
GAMES AT CIRCLE TIME	Large motor skills, creativity, cooperation, and spacial awareness. Opportunities to increase vocabulary development, cultural awareness, and practice rhythm and rhyme through songs and games.
PRETEND PLAY	Social skills (cooperating, turn-taking, and sharing) language and vocabulary development, imagination and emotional expression.
PUZZLES	Problem solving, abstract reasoning and shapes.
BLOCK BUILDING	A foundation for more advanced science and comprehension including gravity, stability, weight, and balancing concepts.
SAND AND SENSORY	Measuring and problem solving, fine motor skills.
COOKING	Math skills (counting and measuring), nutrition, and science concepts (prediction, cause, and effects).
ART AND CREATIVE PLAY	Creativity, emotional expression, symbolic representation, fine-motor skills, pre-reading, and pre-writing skills.
WATER PLAY	Math skills such as conservation, weights and measurement, counting, data and information collection while learning to work and interact with other children
MUSIC AND MOVEMENT	Children learn to channel aggression, relieve tension, and express themselves through music and dance, while learning new skills in rhythm, balance, grace and co-ordination, and developing kinesthetic and cultural awareness.
PHYSICAL LITERACY	Meet the children's Physical Development needs which in turn affect the development of other domains. They need to be physically fit, and that means possessing endurance, muscular strength, flexibility, and good health. They need to learn skills in locomotion, dynamic and static balance, body and space perception, rhythm and temporal awareness, rebound and airborne activities, projectile management and other manipulative motor skills

DAILY SCHEDULE OF ACTIVITIES

An appropriate written program is a vital part of providing developmentally appropriate activities for all children in care. Each provider develops a usual daily routine to meet developmental needs of each child in care.

Daily routines allow the child opportunities for:

- Active and quiet time
- Indoor and outdoor play
- Individual and group activities
- Circle time incl. stories, songs and fingerplays
- Nourishment
- Rest and sleep time
- Personal health activities

Building children's self esteem is the key to children's development. The developmental needs of all children are social, physical, intellectual, creative and emotional.

Recognizing the needs of the children in a "whole child" concept, the Agency will provide workshops and/or resources on the developmental needs of all children and how they can be met and enhanced in a family day home environment.

OUTDOOR PLAY

Except in the most inclement weather, we are required by CFSA Licensing and Best Practices, to take the children outdoors everyday throughout the year. There will be no exception made to this aspect of the programming. Children will be going outside daily depending on the weather, please make sure that each child has the appropriate outdoor clothing.

A first aid kit and all emergency contact information will accompany the provider while they are out of the day home area. All outdoor play structures comply with the standards outlined in the current edition of "Guideline of Children's Playspaces and Equipment."

Inclement Weather If in the event a weather advisory is sent out regarding severe weather, children will remain in the day home. Our day homes will follow the weather forecast given on the Environment Canada website, www.weather.gc.ca

Winter Inclement weather will be deemed when the temperature outside is -20 C including wind chill during the winter months. Children will be dressed in appropriate clothing i.e. hats, mitts, boots, snow-pants and jackets. Please provide a second pair of mitts as weather warrants it.

Spring / Summer If the temperature is higher than 29 C for summer months the children will remain indoors. Appropriate attire for summer is a summer hat, t-shirts, shorts for summer. The parent will be responsible for providing sunscreen and bug spray during the summer months. Please clearly label the bottle for the provider.

OUTDOOR SAFETY

Outdoor play space is available. If this space is part of the provider's residence, it must be securely enclosed. The Agency can exempt a provider (using a CFSA form) from this requirement if making the yard securely enclosed is not reasonably available and if children will be adequately supervised and protected in the outdoor space provided. Parents will be consulted and advised of any individual exemption process that impacts their child care. Provider's yards must be clear of any potential hazards, toxic plants and animal feces. Outdoor equipment in the yard must be securely anchored (as applicable and as per manufacturer's instructions) located on appropriate ground surfacing, include a safe fall zone, have adequate handrails, be built to prevent entanglement and entrapment. Be sure of the following:

- children are supervised at all times during outdoor play.
- an outdoor safety check is completed before children proceed to play
- If your outside play space is not fully enclosed an outdoor play space exemption is needed
- children are dressed appropriately and extra clothing is available
- during the summer months there is a shaded area for children to play
- Sand boxes must have a tightly fitted cover when not in use.
- If a shallow splash pool is used, it is emptied daily and stored upright when not in use.
- there are no poisonous plants in the play space.

OFF-SITE EXCURSION POLICY

If outdoor play space is a community playground, it must be within safe and easy walking distance. Providers must assess and approve the space by looking at:

The age appropriateness of the playground is safe and intended for children in care.

All the individuals using the space, the presence of natural hazards, traffic volume, accessibility to washrooms, availability of transportation (strollers, wagons, sleds and vehicles) and the ease of supervision due to size, hidden areas, etc.

An off-site excursion trip is defined as any outing in which the provider takes the day home children out of the day home neighborhood.

Prior to any trip the provider will educate all children in their care and provide the families with the following information:

- Where they will be going
- Why they are going
- How they are going to get there
- Who they will need to listen to
- Special instruction that will pertain directly to the trip
- Safety measures during the excursion

Providers will review the following with children:

- The importance of staying together
- What to do if you get lost
- To ask for assistance when needed (example: if children need to go to the bathroom)
- The importance of not talking to strangers unless the provider is present
- Do not approach any pets or animals
- Not to touch any dangerous objects (example broken glass etc.)

Parents/family members/guardians are always invited to attend. Parents/guardians of the children attending the excursion are required to sign a consent form acknowledging they are aware of all the field trip details. This form will be turned into the provider before the field trip date.

FIELD TRIP BACKPACK

Providers are required to take their field trip backpack on outings beyond the day home site that includes: phone, water, snacks, emergency portable files, first aid kit, spare diapers and wipes, and any other special requirements necessary.

PORTABLE CHILD FILES INCASE OF EMERGENCY

The provider must maintain a complete, portable record for each child in care, which must be taken on all outings and must include: • child's name and date of birth; • parent's name, home address, work address, mobile(cell) number and work telephone number; • one emergency contact name and telephone number(s); and relevant health information including Alberta Health care number, immunization status and medical condition(s).

EMERGENCY SUPERVISION

Providers will ensure that children are in their direct physical presence at all times – within site!

In an emergency, all unaffected children will be gathered in a secure spot – within auditory and visual proximity. The provider will attend to the emergency and immediate needs.

Emergency procedures will be followed, emergency personnel will be contacted if required.

Parents will be notified, and all agency investigations and documentation will be completed.

NATURAL DISASTERS

In the event a natural disaster occurs when children are in care, the provider should be prepared to sustain all persons in the home for a period of 72 hours. The provider will explicitly follow the instructions of Authorities (R.C.M.P., Emergency Response Personnel, etc.)

LOCKDOWNS

When there is a threat of violence on/near the provider's home/property and the provider has been instructed by the R.C.M.P. or emergency personnel to stay inside the home, the provider will also adhere to the following:

- Retreat to the basement of the home (if possible) with all children
- Stay away from doors and windows
- Turn off all the lights
- Be aware of sight lines
- Locks all doors to the home and will not allow persons to enter or leave the home until instructed by the R.C.M.P. or emergency personnel
- Notifies the agency and parent(s) immediately of the situation

TRANSPORTATION

Parents need to sign a transportation consent form provided by the provider if the child is to be transported during day home hours.

All children being transported in a vehicle by a day home provider must be restrained in an up to date government approved child safety restraint system. The restraint system must be installed according to the manufacturer's instructions and be appropriate for the age and size of the child.

Providers must have sufficient seating and seat belt capacity in the vehicle being used for the transportation of children and have 2 million dollar liability insurance as per the Family Day Home Standards Manual.

Providers may choose to transport family day home children in their personal vehicles. The providers will insure that when it is necessary to transport children, safe transportation is available and good judgement is used.

The agency will document and retain on file, insurance verification as required above. Providers must also have:

- A valid driver's licence
- approved car seats appropriate for children's weight
- car seats installed as per manufacturer's instructions
- parent written permission to transport their child (or have the same written into the parent permissions on the contract). Parents must be advised of their children's outings including transportation and supervision arrangements.
- Vehicles must be enclosed and in safe operating condition

IMMUNIZATION

All immunizations must be up to date within the appropriate timelines as advised by the Public Health Agency of Canada. Immunizing on schedule gives your child the best immunity possible and lasts throughout childhood. Booster doses are required for some vaccines.

If parents are not having their child participate in the regular immunization schedule, they are responsible to provide written notice to the Family Day Home Coordinator to be held in your child's file.

ILLNESS

A child will be considered too ill for care if:

- A body temperature of 101F or higher
- Severe or unexplained cough
- Discharge from eyes or ears
- Undiagnosed or unexplained rash
- Communicable disease
- Severe diarrhea
- Vomiting
- Inability to participate in everyday programmed activities
- Requires greater attention than can be provided without compromising the care of other children in the program
- Displays any other illness or symptoms the provider knows or believes may indicate that the child poses a health risk to other children or the caregiver

If a child becomes ill while in care – the provider will notify the parent as soon as possible, keep the child comfortable and keep the sick child as far away as is practical from the other children (while maintaining supervision of all the children and obtain medical assistance if necessary).

ADMINISTRATION OF MEDICATION

The provider may administer medications, including prescriptions and non-prescriptions drugs, emergency medications and herbal remedies when:

- Provider has written consent from the child's parent(s)
- Medication is in its original container
- Medication is administered according to the label directions
- All medications are labelled with physician's name patient's name, date of issue, instructions and time period

Providers will complete administrative documentation as per Standards including date, time, amount and signatures.

All medications must be stored out of reach (5ft) and locked with a child locking mechanism, excluding emergency medication (which is stored inaccessible to children). Any unusual effects displayed by a child following administration of medication shall be reported immediately to the parent/guardian.

Parents must provide information in writing to the provider about when medications and/or herbal remedies are given to the child prior to arriving at the day home. Medications will be returned to families when authorized period has ended and/or at the end of each day.

Topical ointments and creams require written permission prior to application. This includes sunscreen, insect repellent and medicated diaper creams. Parents are required to supply these items and initial written consent for application which is valid for the duration of the placement (unless otherwise stipulated by the parent).

Providers may not administer any medication without permission of the parents. Parents are required to sign a medical consent form and provide written instructions in order for the provider to administer any medication to your child.

Provider must record and keep on file: medication forms signed by parent/s, name of medication, dosage of medication, and times medication is to be taken. **Prescription medication** must be labeled with the following: name of the medication · physicians' name · patient's name · date of issue · instructions for administering · dosage and time period

Medication records will be kept by the Provider to record prescription and non-prescription medication.

In case of an emergency, the Provider is authorized to take the necessary action stated by 911. This may include seeking help in the emergency department of the nearest hospital, or calling an ambulance etc.

Parents/Guardians will be informed as soon as possible after any incident has occurred. A follow-up will be conducted by the agency to ensure proper medical procedures, including administration of medication, were done.

MEDICAL CONDITIONS

Providers must consult with the parent about special handling of children with medical conditions (i.e. allergies, asthma, eczema, epilepsy) and may require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (i.e. asthma attack, administering insulin, etc.)

COMMUNICABLE DISEASE

If the provider, someone who resides in the day home or children participating in the family dayhome service, come into contact with a communicable disease, the provider will notify the agency within 24 hours.

The agency will notify the local Health Unit, as appropriate. If an individual with a communicable disease receives a physician's note that states they no longer pose a health risk to others, that person may return to the day home.

All communicable diseases will be reported to Alberta Health Services.

SPECIALTY HEALTHCARE

If your child requires additional health care, you (or a trained health care professional) must be able to train your provider in the method of administering the type of health care required.

This training must include any possible side effects or reactions that the child may experience. This will be documented in the child's file and provider's file.

PAYMENT INFORMATION

Please contact the Evolution Family Dayhome office for current fee schedule.

Information and application for government assisted child care subsidy can be found online at: <https://www.alberta.ca/child-care-subsidy> we are happy to assist you with access to online forms and printer in office.

We accept the following methods of payment:

E-transfer to wetaskiwindayhomes@gmail.com, personal cheque and cash in office.

PLEASE NOTE INDIVIDUAL PROVIDERS ARE SELF EMPLOYED CONTRACTING BUSINESS OWNERS; THEREFORE RESERVING THE RIGHT TO SET THEIR OWN FEES AND MONETARY POLICIES. Evolution FDH Agency will recognize their right to do so.

You will be billed on the first day of each month. Fees are due 3 days after billing. Should fees not be paid 3 days after billing, child care will be suspended until the account is cleared. Exceptions may be made by appealing to the Program Coordinator.

Parents fees will be adjusted on a per diem rate when:

- Care begins after the first working day of the month
- Provider is unavailable and parent has chosen not to use back up care, or if the agency is unable to offer back up care.

ATTENDANCE

Children registered on a full time basis will be charged full time rates. Children registered on a part time basis will be charged for the days contracted (including statutory holidays).

PROVIDER HOURS OF SERVICE

The providers communicate their regular hours of service on their contract with the agency and inform parents of same. Care provided outside regular hours of service are considered to be a private arrangement between the provider and the parent.

WHEN THE PROVIDER IS UNAVAILABLE TO CARE FOR YOUR CHILD

In the event your provider is unable to provide care, the Agency will make every effort to provide uninterrupted back up child care services. Should the Agency be unable to find alternate child care, the parent should be prepared to make alternate arrangements. The parent will be credited the prorated daily rate during the Provider's absence.

If your provider was not available and you did not use back-up child care you may be refunded on a prorated system. If you require a refund you must let the agency know within one month after that time frame. Example: Provider took three days off in August the parent must request for a refund no later than September 31st the following month.

SUB-CARE/BACK-UP CARE

If a provider is unable to provide child care, the Agency and/or the provider will endeavor to arrange care for children with an alternate approved provider who has been screened and under contract with the agency to provide child care. Parents must be notified and give written approval prior to all back up arrangements.

CONSISTENCY OF CARE

One of the indicators of quality child care is consistency of care. It involves consistency of the relationship between the child and the caregiver. In a family day home environment, the same adult provides care over the entire child care day. Consistency of care facilitates emotional connections. Being warm and caring and forming a strong bond with a child early in life can strengthen the connection in the brain that later in life will help children deal with emotional issues.

The agency endeavors to screen day home providers who demonstrate a commitment to quality child care, who recognize the importance of education and training and believe that positive early childhood experiences foster the well being of child and family.

The agency endeavors to find appropriate child care in a day home environment that meets the individual needs of each family and that will provide consistency for the duration that child care is required.

When the primary caregiver is unavailable to provide service (due to health, personal situations, etc.) parents are given the opportunity to secure back-up service in an alternate day home that has been screened and approved, being monitored by the agency. The agency makes every effort to provide back-up care in the same home should it be required in the future to facilitate consistency. Should the agency be unable to provide care when the provider is unavailable, the parent will be reimbursed on a per diem basis.

RELEASE OF CHILD

Provincial regulations state that children can only be released to adults with written authorization on the registration form completed by the child's legal guardian.

At registration, parents were asked to submit a list of names of persons authorized to collect their children. Any changes to this list must be made in writing.

Providers will not release your child without written consent when the person is not listed on the child profile sheet. Please ensure all names are recorded under "release of child".

Parents may designate a person to pick up their child by providing the provider with identifying information on a handwritten signed note.

All new pick up people will need to produce photo ID. In case of an emergency, a phone call from the parent to the provider for the release of the child may be acceptable.

Providers must be sure it is the parent calling, obtain identifying information and remind parents that photo ID will be required.

CONDITIONS UNDER WHICH THE PROVIDER WILL NOT RELEASE A CHILD

1. Provider has a list of people who the child may not be released to
2. There is a legal document prohibiting the person from access – e.g. custody order
3. Designate is under 18 years of age
4. The provider has reason to believe the child requires immediate protection from the person, situation or circumstance
5. The provider has reason to believe the well being of the child is at risk because the parent or designate seems to be under the influence of alcohol or drugs, or the parent or designate is ill, distraught, hostile or violent.

Where the parent/designate is demonstrating verbal or physical abuse, the provider will try to reason with them. The provider will suggest that the child stay in care until alternate care can be arranged or authorized “release to person” is available to pick up or alternate transportation arrangements can be made (i.e. cab, bus, call emergency designate, etc.), as applicable for individual circumstances. If the parent/designate cooperates as appropriate, the provider will assist as necessary. The incident will be reported to the agency immediately.

When the parent/designate is uncooperative, the provider will assess the immediate circumstances and degree of risk to the child, the provider and others. In the case of increased insistence on taking the child (i.e. agitation, physical/verbal aggression) the provider will release the child to the parent/designated. The provider will attempt to note the vehicle description, licence number and will immediately report the incident to:

- The local police authority
- The family day home agency

The agency will report the incident to the Regional Authority immediately. Further investigation may occur. The provider and the agency will participate in any investigation conducted by CFSA or other law enforcement agencies as required.

NOTE: At no time, will a provider place herself or the children in her care in danger by attempting to reason with someone who is either verbally or physically aggressive.

CHILD PROTECTIVE SERVICES – LATE PICK UP OR UNCLAIMED CHILD

Defined as no contact from the parents or designate and two (2) hours beyond contracted pick up time.

PROVIDER WILL

- attempt to locate the parent via home, business and/or cell
- attempt to contact alternate child emergency persons indicated on the child's profile
- contact Agency staff regarding status of situation

AGENCY STAFF WILL

- attempt to locate the parent via home, business and/or cell
- attempt to contact alternate child emergency persons as indicated on the child profile
- if unsuccessful with all the above attempts, Children and Youth Services – Child Intervention will be notified immediately of the situation

CHILD PROTECTIVE SERVICES – ABUSE AND NEGLECT

Guidelines for handling Child Abuse and Neglect in Child Care Services (providers have copy of same) indicate that a child is in need of intervention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of any of the following:

- the child has been abandoned or lost
- the guardian is dead, and the child has no other guardian
- the child is neglected
- the child has been or there is significant risk that the child will be physically injured or sexually abused
- the guardian of the child is unable or unwilling to protect the child from physical injury or sexual abuse
- the child has been emotionally injured by the guardian
- the guardian of the child is unable or unwilling to protect the child from emotional injury
- the child has been emotionally injured by the guardian
- the guardian of the child is unable or unwilling to protect the child from emotional injury
- the guardian of the child has subjected the child or is unable or unwilling to protect the child from cruel and unusual treatment or punishment

If abuse or neglect is suspected, the provider will follow all policies and procedures as outlined in the “Protocols for Handling Child Abuse and Neglect in Child Care Services”.

EMERGENCY SITUATIONS

In an emergency situation, all providers have written emergency plans and procedures that provide for:

emergency evacuations, evacuation route and fire drill procedures, arrangements for alternate accommodation in an emergency, arrangements for transportation to alternate emergency accommodation and a designated safe meeting place outside of the home.

All children who are developmentally able must know the designated meeting place outside the home in the event of a fire and/or evacuation.

Providers will practice evacuation procedures with the children on a monthly basis (including testing smoke alarms).

EMERGENCY SUPERVISION

When the provider is unable to care for the children in an emergency, the provider insures that supervision is provided by a responsible person of at least 18 years of age. An emergency is defined as an unforeseen circumstance requiring immediate action.

NOTE: Arrangements for this type of care are considered to be short term – less than an hour

The provider will inform the parent (or emergency contact) and the agency immediately of an emergency situation when she is unable to provide care. In an emergency (defined as above or a circumstance that needs immediate response) the agency will contact the parent to pick up their individual children from the day home residence or emergency alternate. The agency will assume no transportation responsibilities or liabilities.

The provider and the agency will complete all documentation as required, participating in any investigation (as per Provincial Standards)

PARENT WITHDRAW OR TERMINATION OF CARE

Should you no longer require our agency's child care services, please notify us in writing two weeks in advance. Parents will not be eligible for a refund should they terminate without a two week written notice. In some cases it is not always possible for the parent/provider to give a two week notice and our agency takes these situations into consideration:

- A parent loses their job and has no need or income for childcare.
- The provider feels she is incapable of caring for a child due to physical/emotional problems.

Evolution Family Day Home Agency has the discretion to terminate immediately under the following situations;

1. Child care fees are not paid in full and/or on time and suitable arrangements with the agency are not made.
2. The provider and the agency are unable to satisfactorily resolve a problem with a family
3. A family member harasses, threatens, or commits a violent or unlawful act toward a provider, child or other family involved in the program

PLEASE BE ADVISED: Your Provider may have their own Withdrawal/Termination Policy that they will ask you to sign and adhere to.

CONFLICT RESOLUTION / GRIEVANCE

If positive and constant communication occurs between parents, providers and the agency then conflicts will usually not ensue. If you encounter any problems or concerns while your child is in our program please do not hesitate to call the Family Day Home Consultant or Agency Coordinator at any time. The following are the steps to be taken if there is an issue in your day home or with the provider.

1. The parent should discuss the issue with the provider directly
2. If it is not resolved at that point or the parent is uncomfortable discussing the issue with the provider then your day home consultant should be contacted. The consultant will then discreetly deal with the issue and assist with a resolution with the parent and provider.
3. If the matter requires further assistance, the agency co-ordinator will then act as a liaison between parent and provider.
Should the issues or concerns not be resolved at any time during this process, support is offered through Child Care Services @ 780-427-0958

NEW PROVIDER SCREENING REQUIREMENTS

The following are the requirements of approved family day home providers working under contract with Evolution Family Day Homes:

- Participate in the three-part orientation program by successfully completing a program home study with the family day home consultant, including interview, assessment and safety checks
- Complete application forms
- Provider names and address of three (3) character references that are not related and have known the person for a minimum of one (1) year
- Have an agency medical form completed by their family doctor. Required to be submitted every three years as well as after maternity leave or serious illness
- Successfully complete security clearance on all persons in the household over 16 years of age, to be updated and submitted every three years.
- Successfully complete Intervention Record Check on all members of the household over the age of 16 years, to be updated and submitted every three years.
- Outline an emergency plan and an evacuation map for their home – copies to be posted onsite and filed in FDH office
- Participate in agency liability insurance program at a minimal annual premium.
- Complete an approved Child Care First Aid Course within three (3) months of being approved, to be kept on file and updated before expiry every three years.
- Sign a provider contract with the agency annually.
- The agency expects that all staff and contracted family day home providers attend seminars, workshops and classes to enhance further learning and professional development

RESPONSIBILITIES OF THE FAMILY DAY HOME PROVIDER

- Ensure confidentiality in terms of information regarding families in care
- Provide reliable, loving care for the children in care
- Maintain a safe and clean environment for the children
- Plan and document a suitable schedule that meets the needs of each child according to their emotional, physical, social, intellectual and creative development
- Follow agency guidelines around nutrition, child guidance, evacuation procedures, supervision practices, as well as guidelines around administration of medication
- Communicate with unannounced monitoring visits by the family day home consultant as well as auditing visits from CFSA personnel
- Participate in training during home visits, attend workshops and courses whenever possible, complete a minimum of “Level 1” ECD training in a timely manner and complete other training as identified in the CFSA standards in addition to standards set out by Alberta Association for the Accreditation of Child Care services which include but are not limited to a minimum of 50 hrs child care related training and/or workshops annually.
- Maintain accurate child attendance records with required parental initials and signatures, as well as accurate medication records and deliver to FDH office at month’s end
- Respond appropriately to emergencies and illness and complete incident/accident report forms
- Notify consultant and parent(s) if you are unable to care for children in order that alternate arrangements can be made
- Report any suspected child abuse to the Child Welfare Office at 780-361-1276 or to the Child Abuse Hotline at 1-800-387-5437

Review and become familiar with Agency Policy and Procedures Manual

PROVIDER NOTIFICATION REQUIREMENTS

Family Day Home providers who are contracted with the Evolution Agency are required to notify agency staff of the following:

PROVIDER HOURS OF SERVICE

The providers communicate their regular hours of service on their contract with the agency and inform parents of same. Care provided outside regular hours of service are considered to be a private arrangement between the provider and the parent.

PROVIDER ILLNESS

Providers who are unable to provide care due to personal illness or the illness of a family member will endeavor to arrange care for family day home children with an alternate approved agency provider. The agency will assist with alternate care arrangements as needed. Communication of the arrangements between all parties is essential.

The agency must be notified immediately if an emergency arises and the provider is physically not able to make alternate arrangements for family day home children. The agency will endeavor to secure alternate care arrangements for families affected.

PROVIDER VACATION

Providers agree to give the agency and parent(s) reasonable notice of intended days away or vacation. The notice must be adequate to allow appropriate back up care arrangements to be secured.

TERMINATION OF CHILD CARE

Providers agree to give the agency and parent(s) two weeks notice when they wish to terminate care with a specific child. In some circumstances, the agency may arrange for the child to be transferred to another agency provider's home prior to the expiry of the notice. The parent(s) will also give the agency and the provider two weeks notice if they wish to terminate care with the provider. In some circumstances the agency may arrange for the child to be transferred to another agency approved provider's home prior to the expiry of the notice.

When a child is no longer receiving care with a provider, the provider will ensure all information (registration forms, contracts, etc.) is returned to the agency office.

TERMINATION OF AGENCY-PROVIDER CONTRACT

Providers are required to give the agency four (4) weeks notice in writing if they wish to terminate their agreement-contract.

Immediately following the last day of providing child care under contract with the agency, the provider will return all agency information (visual identity, binders, contracts, children's information, etc).