

Care Provider Handbook



V1 2025

Welcome and Introduction

Welcome to Family Matters Family Home Child Care Agency. This care provider handbook will provide you with the information you will need regarding programs and policies as well as other important information you may find helpful as one of our care providers. We will work to help and support you through our various programs, services and resources. We encourage you to bring forward any issues or concerns you may have, so we can continue together to provide top quality care that reflects our philosophy and mission statement.

Agency Contact Information:

Family Matters Family Home Child Care Agency is governed under the Board of Directors for Family Matters, Annapolis County Family Resource Centre.

Agency Name: Family Matters Family Home Child Care Agency

Chair of Board: Jane Baskwill (902)584-3692

Agency Co-Directors: Billie Jo Weir billiejofamilymatters@gmail.com

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(902) 584-2210

Agency Consultants:

Colleen Jodoin (Annapolis County)

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Phone: (902) 584-2210

*Lunenburg County home office located
Bridgewater

Area Served

Our agency currently serves the following areas (but is not limited to):

- Annapolis County; Lunenburg County
- Surrounding areas (with consultation with agencies in nearby counties we will consider taking homes outside of our catchment area)

Agency/Consultant Hours

The agency provides services to care providers Monday to Friday from 8:30 AM to 4:00PM. In the case of an emergency please refer to the Accident Report section of this handbook found on page 12.

Our Mission

To develop, coordinate, and deliver programs, services and support that are proven to promote the health and well being of children by providing homes and care providers that put the needs of children first. This is done primarily by ensuring a safe, nurturing, family-like environment that allows each child to be supported in all areas of the development.

Family Matters Philosophy

Family Matters believes that children learn through playing and exploring their environment and are entitled to opportunities that support all areas of their development. Our programs nurture and support child development through appropriate activities that follow the principles of:

- Children first;
- Equity and accessibility;
- Community based;
- Strengthening and supporting families;
- Flexibility;
- Partnerships.

Roles and Responsibilities of Agency Staff

The staff at our agency consists of agency co-directors, Family Home Child Care consultants and Family Home Child Care support staff as required. We also work regularly with community partners and volunteers.

Agency Co-Directors:

The agency co-directors carry out responsibilities set by the board such as, overseeing the consultant by ensuring that the consultants carry out their duties and responsibilities as set forth by the board of directors and the regulations set forth by the Department of Education and Early Childhood Development.

Agency co-directors' responsibilities include:

- Supervising agency staff
- Implement and reinforce board approved policy and procedures
- Purchases supplies as requested by consultants
- Deal with concerns regarding the Family Home Child Care Agency
- Act as the official voice of the agency, including communications with media, community groups, and government officials and agencies.
- Carrying out consultant responsibilities such as approving homes as required

Consultants:

The family home child care consultants coordinate the Family Home Child Care program on behalf of the agency and deliver support services to the care providers and families. This includes recommending approval of, supporting and monitoring care providers, as well as the following:

- Provide and implement care provider and parent advisory committee meetings
- Monthly home visits to care providers for Inspections
- Responsible for maintaining lending library
- Provides seasonal newsletters to care providers

- Advertises for the agency/ care providers
- Assists in developing a plan for Approving and closing day homes as required
- Oversees the Family Dayhome Canadian Child Care Federation level 1,2,3
- Assists in the recruitment of backup providers
- Collaborates with NSCC for placements for students
- Makes sure all parties are aware of Daycare Act and Regulations
- Make sure care provider and agency files are up to date
- Provide workshops to care providers
- Communicates with the Department of Education and Early Childhood Development regarding concerns, grants, etc.
- Discuss purchases with the agency co-directors
- Consultation with the agency co-directors as issues arise
- Deliver equipment to care providers

Volunteers and Community Partners:

Volunteers and community partners are always welcome at our agency to assist agency staff with the delivery of the Family Home Child Care program. They will work under the direction of the agency co-directors and/or the Family Home Child Care consultants. Requirements and responsibilities will vary depending on the situation. All volunteers must adhere to agency policies and must sign in and out of the volunteer binder, noting the date and activity in which they are participating or the care provider's home in which they are visiting. All volunteers must provide a Vulnerable Sector Check and Child Abuse Registry Check.

Care Provider:

The care provider is approved under the license of the agency. Care providers can establish their own business name, fees, and contracts with the help and support of the consultant.

- Complying with the act and regulations, service agreements, and standards;
- Provide an agency consultant access to visit the Family Home Child Care at least once every 30 days to provide support.
- Participate in regular professional development coordinated through the agency.
- Participate in agency efforts to assist parents and care providers in matching requirements with services.
- Provide a Family Home Child Care that ensures the health, safety and well-being of the children in their care and promotes positive healthy development in children.
- Provide a program that is developmentally appropriate to the children in their care.
- Participate in a parent advisory committee that is established by the agency, when requested.
- Post notices and minutes of parent advisory committee meetings, as provided by the agency.
- Post notices to parents of significant changes affecting approved Family Home Child Care in a conspicuous place within the family day care home.
- Ensure that the records of each child for whom they provide care are complete, organized and kept confidential.
- Maintain a current First Aid and CPR certificate (3 year expiry).
- Complete Child Abuse Registry Check (every 3 years) and Vulnerable Sector Check (every 5 years) This includes household members

- Complete Child Development Checklists 2 times per year. These are provided to you by the consultant and available on the webpage for download.
- Ensure that the outdoor play area is enclosed by a fence at least 1.5 meters high (4 ft) or there is access to a safe and appropriate outdoor space nearby.
- Carry adequate liability insurance to cover the Family Home Child Care. At least one Million dollars liability. Proof insurance needs to be provided to the agency.
- Family Day home training must be completed within 1 year of Approval date.
5 hours of professional development workshops must be completed per year.
- Sign off on Section E 11.0 Visitors and Guests in an Approved Family Home Child-Care Program of the Ministerial Requirements for Regulated Childcare Settings
https://www.ednet.ns.ca/earlyyears/providers/ministerial_reqs.shtml
- Keep a Daily Log -record symptoms of ill health, reason for absence, alternate pick up for the day, special events {visitors, loss of power, etc. } This is for you and will be viewed by the consultant and licensing offer.

To help you remember daily, weekly, bi weekly, monthly responsibilities , we have created a “checklist” included in Appendix “B” of this handbook.

Duties of owner or person in charge

1. Permit the agency co-directors, or a person acting on his or her behalf, to enter and inspect the facility and examine the premises, equipment and facilities.
2. Permit the agency co-directors, or a person acting on his or her behalf to examine the accounts, books, and records of the facility.
3. Permit the agency co-directors, or a person acting on his or her behalf to assess the program and services of the facility.
4. Display the license issued in a conspicuous place in the facility.
5. Post in a conspicuous place and provide to each parent of a child in attendance a notice of the act and regulations, the facility policy respecting licensing, enrolment, and attendance criteria, program and staff/child ratios.

Programming

6. Establish a program to stimulate the development of the children, to be delivered on a day-to-day basis.
7. Post the information on the program in a conspicuous location and advise parents through the parent handbook.

Record Keeping

8. Maintain daily records in respect to infants and toddlers (up to 3 years old), including:
 - o Unusual occurrences and other pertinent information that is not necessarily a daily occurrence;
 - o Diaper, Nap and meal info
 - o Space for the parents to write special instructions or information in respect to their child.
 - o All daily records shall be available to the parents at the end of each day.

Physical Regulations

9. All facilities (including agency and Family Home Child Care) will comply with municipal by-laws, as well as fire, health, sanitary, and safety regulations.
10. Adequate storage space for food, beds, play equipment, program supplies, cleaning and medical supplies in the facility. Cleaning and medical supplies must be kept out of reach of the children.

Equipment and Furnishings

11. Every facility shall provide for the children enrolled:
 - a. Furnishings of a suitable size;
 - b. Play materials and equipment;
 - c. Dishes, cutlery, and personal hygiene items on an individual basis and in a sanitary condition always;
 - d. Separate cots or mats, with washable and moisture resistant covers, for each child when they attend for more than half a day;
 - e. Bedding that is clean and warm.
12. Office and staff facilities and equipment shall not infringe upon the space or interfere with the routine activities of the children.
13. The sleeping area for infants must always be under the supervision of staff when infants are present.
14. Cribs must have been manufactured after 1986 and must comply with the standards of the Hazardous Products Act.
15. Strollers must be equipped with a sunshade.
16. Facilities are not permitted to use playpens, jolly jumpers, or walkers for children of any age.

Medical

17. Rules and procedures will be created, enforced, and approved by the medical health officer and the Minister respecting the regular examination of children, annual reporting, and immunization.
18. The facility will be responsible for the recognition of symptoms of ill health of the children in the facility.
19. If a child shows symptoms of a communicable disease, the child will be safely removed and not be permitted to associate with other children in the facility until a qualified medical practitioner has seen the child.
20. When an accident, serious illness or communicable disease occurs, the facility will immediately secure the necessary medical assistance and notify the parents or guardians of the child.
21. Every facility will have an approved first aid kit for emergency treatments.
22. All medical supplies, drugs or medicines will be labeled with the name of the child or staff person, the date and the instructions. All medical supplies, drugs, or medicines will be kept out of the reach of children and locked in a storage area.

Hygiene and Safety

23. Safety belts will be used for infants when they are in highchairs, infant seats, and strollers.
24. Staff and volunteers are required to wash their hands before and after diapering each child and before food preparation.
25. The counter of the diapering area must be cleaned with a disinfectant after each diapering.
26. All toys for infants and toddlers must be cleaned with disinfectant when necessary or at least twice weekly and checked for broken pieces or other hazards on a daily basis.
27. Highchair trays must be cleaned with disinfectant after each use.

28. The care provider will carry out monthly fire drills with the children, ensuring they are familiar with evacuation procedures. Rules and procedures regarding evacuation of the facility will be posted.
29. All programs must comply with fire, health, insurance, and transportation regulations.
30. Adequate liability insurance must be carried to cover the facility.
31. Addresses and telephone numbers for emergencies will be listed on a card and posted in a conspicuous place in the facility, including:
 - a. Ambulance, hospital, fire department, and police (9-1-1). Poison Control
32. Every vehicle operated by or for a facility for the purpose of transporting children will meet the requirements of the Motor Vehicle Act. Any individuals transporting children for the facility will be licensed under the Motor Vehicle Act.
33. Every child being transported will be delivered to a staff member of the facility, to the parent or guardian of the child, or to the person appointed by the parent or guardian.
34. The safety of the children in transit where the facility is providing transportation for the children is the responsibility of the facility.
35. All children being transported in vehicles must be seated in child restraint systems appropriate for their height and weight and certified by Canadian Motor Vehicle Safety Standards until they reach the height and weight required to safely use a seat belt.

Registration of Children

36. Every facility will keep files for each child admitted, including:

- Name of the parents or guardians;
- Name of the child;
- Home address(es) of the parents, guardians, and children;
- Child’s date of birth;
- Name and address of the child’s physician;
- Person to notify in case of an emergency;
- Admission date of the child;
- Daily attendance record of the child;
- Withdraw date for the child.
- Other documentation to be included in the record for each child
- Applications for admission;
- Medical reports;
- Financial reports;
- Progress reports;
- Consent forms from parents or guardians for emergencies;
- Consent forms from parents or guardians for field trips;

All documentation must be kept for two years following the date the child leaves the facility.

Ratios and Ages of Children for Care Providers

Our agency serves children 0 months-12 years. Each care provider serves different ages and groups of children depending on the Family Home Child Care and their setups.

Family home child-care program	
Any age* (*subject to the restrictions in subsection 15A(2))	1 to 7
Infants ONLY	1 to 3

By law, each approved Family Home Child Care provider is permitted to care for a maximum of 7 children at a time, including their own children (under the age of 13), and must not have any other children in their care, subject to the following restrictions:

- (a) no more than 2 of the 7 children may be infants (0-17 months inclusive);
- (b) no more than 3 of the 7 children may be toddlers or younger than toddlers (0-35 months inclusive).

For example: You are approved for 6 children as you have a 14 month old. You are only permitted to take one more infant and one toddler (18 months-35 months.)The rest of the children need to be 36 months and older.

If you care for school aged children only, then you are permitted a maximum of 9, infants a maximum of 3 as noted in the chart above.

Programs and Services

Learning Environment

The learning environment for Family Home Child Care includes a number of developmental activities. During free play, children are able to choose their own toys, activities and interactions. The care provider will take cues from the child and engage with play that encourages imagination and creativity.

Supporting the development of children

The environment should be your second teacher. If you have a variety of equipment that promotes cognitive, physical, language, and social skills with un-limited time to explore, it will help children succeed. Examples are:

- * Projects are not time sensitive
- * Open- ended crafts, should be process not product
- * Un-limited time to play
- * Loose parts

The consultant will be hired on the basis of their ability to assist care providers with ideas for activities and unstructured play. The need for music, art, hands-on science experiments, interactive play, and literacy will be emphasized to the care providers.

Services (Annapolis County)

Family Matters holds playgroups, programs and services weekly throughout the county, and Family Home Child Care is encouraged and welcome at all Family Matters events. To sign up for a monthly newsletter contact Family Matters

In addition, the consultant will hold a monthly playgroup at the Family Matters, Lawrencetown location.

Parent Involvement

Parents are to have access to all regulated information on their children and the Family Home Child Care on a daily basis. The consultant will ensure that a parent advisory committee is established to

allow parents to be involved with the Family Home Child Care Agency. Parents are also encouraged to attend agency events, including training, playgroups, and field trips.

Administrative Supports

The agency will have current criminal record checks and child abuse registry checks on file for all care providers and any eligible person who is living in the family home who will have direct contact with and/or have access to records of children.

The agency will provide a template for forms, including:

- Incident reports;
- Registration forms;
- Parent contracts;
- Daily records;
- Medical reports;
- Fee Reduction/Subsidy Forms
- Application for admission;
- Progress reports;
- Consent forms for emergencies;
- Consent forms for field trips;

The agency will help, as required, with the development of policy and procedures for the Family Home Child Care.

Fee Structure

Fee payments:

Care providers set their own daily/monthly fees. It is the care provider's responsibility to let parents/guardians know when fees are due and how they are payable.

Late Payments:

Care Providers will set their own fee for late payment, depending on how many times a parent/guardian is late, they can request the withdrawal of child(ren).

Early Drop Off and/or Late Pick-Up Fee:

The daily/monthly fees are based on child care being provided during your hours of operation. Earlier or later day childcare can be agreed upon between the care provider and the parent, with additional fees being charged as negotiated.

Fees During Vacations:

Care providers are allowed a minimum of TWO weeks vacation a year. It is your responsibility to give parents/guardians time to find alternate care and discuss fees.

Fee Reduction and Subsidy Payout

You must submit your own Paperwork and Fee reductions to Billie Jo at billiejofamilymatters@gmail.com, by 9 AM on the due date to ensure we have enough time to process. Templates are provided by the consultant in the start up package. You will need to send your direct deposit information to receive these deposits.

- Subsidy is due the SECOND last business day of the month. It is paid out 2 times a month.
- Fee Reductions are due bi weekly and are paid out twice per month.

Please adhere to these times as late paperwork can hold up payments for EVERYONE in the agency. To assist you in remembering the dates, the agency will provide you with a calendar in your start up package.

Hours of Operation-Care Provider

Family Home Child Care providers adapt their own hours of operations and may vary from home to home. Family Home Child Care providers are closed on all government holidays, unless otherwise stated.

Storm Day Policy

The agency does close for winter storms and power outages. Care providers can create their own Family Home Child Care storm day and power outage policy. If a parent decides to keep a child at home, they are asked to call the care provider to inform them of their child's absence. Family Home Child Care will close if the Department of Highway is reporting to stay off the roads due to severe/dangerous weather conditions.

Childcare fees are payable when the agency/care provider is closed due to storms.

Holidays

If any day designated a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. These holidays are paid. The family home child care will be closed for the following holidays: (unless otherwise stated)

- New Years Day
- Heritage Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Natal Day
- Labour Day
- Truth and Reconciliation Day
- Thanksgiving day
- Remembrance Day
- Christmas Day
- Boxing Day
- Truth and Reconciliation day

Care Provider Absence

Care providers are entitled to take days off for appointments and illnesses. Care providers are required to give as much notice as possible when they will be absent and are encouraged to arrange alternate care arrangements or have a substitute available. However, it is recommended that parents arrange back up childcare for the event that a care provider is unable to secure alternate arrangements.

Child Attendance

Child's First Day:

The first day that a child attends the family home day care is a very important day for the child. Children who are introduced to a childcare setting with the help of their parent/s are better able to cope with their new situation. The introduction helps to open lines of communication between parent/s and care provider, so that special information about the child can be shared. In addition, the parent and the child become familiar with the environment, care provider, the routine, and the activities at the Family Home Child Care.

We suggest the following ideas for a child's introduction to the Family Home Child Care:

- The parent and child visit the Family Home Child Care together prior to the first day.
- If taking the time off is not possible for the parent, we suggest bringing the child in early, initially the first few mornings and spending that time together in the Family Home Child Care.

If this is the child's first childcare experience, the family may need some extra support during this transition. The care provider will assist the family through the transition. The agency consultant is also another support member.

Withdrawal:

We hope that the child/ren will be part of the Family Matters Home Child Care Agency for many years, however we understand that children will leave from time to time. As a childcare provider you may want to have your own withdrawal policy in place, if not then parents are required to give you a minimum of two weeks written notice. If the care provider wishes to discontinue care with a family it is their discretion to terminate care. Two weeks notice will be given from the care provider in writing.

Please update their file with the withdrawal date, as this is required for licensing.

Arrivals and Departures:

Arrival

- A parent or guardian must bring the child into the home. His/her outerwear must be removed in the designated area.
- The child **must** be escorted into the home and greeted by the care provider. The care provider's responsibility for the child does not begin until the child/ren is in their care.

Children are not to be left at the door or unsupervised area.

- When the child arrives and leaves, the time is recorded by the care provider. This allows the care provider to see who is on the premises during fire drills and emergencies, and to keep attendance records.
- For infants and toddlers, on arrival the care provider must be apprised of any special circumstances that may affect the child's behaviour or well-being that day. These are noted in the daily records; which parents are entitled to view.
- The care provider must be notified if the child will not be attending or will be late. Children are not permitted to be dropped off during the lunch/rest period unless otherwise arranged by the care provider.

Departure

- Children must be picked up by the closing time designated by the care provider.
- If, due to unforeseen circumstances, a parent will be late picking up a child, he/she must call the care provider in advance and late fees are applicable.

- Parents of infants and toddlers should be encouraged to review the daily activities log to see if any unusual occurrences impacted their children during the day.

- Children must be picked up by an authorized parent or guardian (listed on enrollment form). In the event that a parent is unable to pick up the child, they must notify the care provider in advance with who will be picking up their child and an approximate pick-up time, that person will need to show ID.

Changes to authorization lists must be kept up to date.

If an authorized individual wants someone not listed on the authorization form to pick up a child, they must inform the care provider **in writing**. If this is not possible, the care provider must be able to contact that individual for authorization, or the child will not be released. ID must be presented upon pick up.

Parental Expectations

Our agency's programs are designed to encourage and facilitate active learning and development through exploration and play. To ensure that a child gets the most out of the program and is safe, comfortable and happy throughout the day, we have developed the following guidelines:

Every child will need the following personal items, which should be kept at the family child care home (and replaced with clean items when required):

- a small blanket
- pillow and sheet for rest period
- a toothbrush (discuss with provider)
- indoor AND outdoor shoes
- a complete change of clothing or two (underwear, socks, pants, shirt, etc. - just in case!). ***If the child is potty training parents are asked to send several changes of clothing, as accidents may occur during this training process.***
- Diapers/Pull ups and Wipes
- A child may bring a safe toy for rest period, such as a plush, stuffed toy, a doll, or a favourite nap time blanket.

Children's possessions will be stored in a storage bin/locker marked with his/her name. The bin/locker will also contain notices, artwork, soiled clothing, etc. Parents are asked to check it daily so that they can ensure that they collect any items which need to be taken home, and to ensure that spare clothing and bedding are clean and in good condition.

Outdoor Play

Environmental

Children should wear comfortable clothing so that they can participate in all aspects of the program. Parents are asked to send their child in the appropriate outdoor clothing for the day.

Daily opportunities for outdoor play must be provided in all kinds of weather, with the exception below:

- Children play indoors when the temperature falls below -25C (-13F) with or without a wind chill factor, or when the wind chill factor is -28C (15F) OR lower regardless of the temperature. (Canadian Paediatric Society).

- When the UV index from Environment Canada is high (6-7) or very high (8-10):
 - (a) children have hats with brims and lightweight clothing;
 - (b) children apply (with support from an adult as needed) adequate sunblock with a SPF of at least 30 on all exposed skin before going outside, following the application instructions set out by the manufacturer; and
 - (c) outdoor activities are planned for the early morning and late afternoon, when possible, especially when UV conditions are very high.
- There needs to be access to shade in the outdoor play space.

Fencing

It is required that there be access to a fenced in play area. Fencing MUST be at least 4 feet high to comply with regulations, inspect your fencing periodically to ensure it is intact (no holes, collapsing etc.). When choosing an area to be fenced in, keep in mind there needs to be access to shade.

Within the fenced in outdoor space:

- Trampolines are not permitted
- Non Commercial Climbing Structures Must follow:
 - o (a) Critical fall height - Play structures for toddlers and preschoolers must be under 1.5 m (5 ft) high. Play structures for school age children may be more than 1.5 m (5 ft). There must be appropriate protective surfacing for all play structures.
 - o (b) Protective surfacing - Play structures with a critical fall height of 45.72 cm (18 inches) or higher must be on a protective surface. Protective surfaces must be maintained to provide adequate protection to children in case of a fall. Play structures with a critical fall height of 1.5m or lower must have a minimum of 6 inches of loose(pea gravel, sand, rubber etc) fill protective surfacing.

Refer to Section F (9)of the Ministerial Requirements for Regulated Childcare Settings for more information.

- Pools are not permitted unless it is a small plastic kiddie pool with a couple inches of water that is dumped and sanitized daily. Sprinklers are permitted!
- ** Providers ensure that the appropriate items (e.g., attendance, emergency contact information, first aid kit, Epi-pens) are taken with them to the offsite play space

Following are lists of seasonal outerwear that each child will require:

Everyday	Summer	Winter	Fall/Spring
- Change of clothing -Diapers(toddlers) - Wipes - Other items for diaper changing (if needed) - Inside sneakers or rubber bottom slippers - Jacket -Blanket - Teddy or comfort toy if needed	- Sun hat - Summer Jacket - Waterproof rain boots - Sneakers - Light sweater - Shorts - Pants	- Warm hat - Snowsuit - Warm boots - 2 pairs of mittens - Sweater - snow/ pants	- Sun Hat - Warm Hat - Jacket - Waterproof rain boots - Mittens - Sneakers - The agency provides muddy buddies.

***All items of clothing should be clearly labelled with the child's name or initials.**

Parental Involvement and Communication

The agency is extremely interested in having parents involved in our agency and Family Home Child Cares. Communication and feedback from parents are critical to our success. For the most part the agency will communicate with parents through the care provider. When required, the agency will communicate with parents directly by regular mail or email, where possible. Each Care provider signs a Family Communication Form and it is displayed either on their bulletin board or in their binder.

Parent Bulletin Board

As a care provider, you are required to post a parent bulletin board that is in a location that is easy for the parents to see; upon which specific information must be posted. This board needs to contain program information that may be of interest to parents, notices regarding upcoming meetings and events; as well as parenting and community information that may interest parents. Parents are encouraged to check the board on a regular basis.

The regulations state that the parent bulletin board must include the following information:

- An approval sticker from the Department of Community Services (will be provided to you by the Family Home Day Care Consultant)
- A copy of most recent inspection (will be provided to you by the Family Home Child Care Consultant)
- The Day Care Act, the Day Care Regulations, and the Family Home Child Care Program Regulations (see also link at: <http://www.gov.ns.ca/coms/families/elcc.htm>)
- Number of approved children for the home
- Notice of the next parent advisory committee meeting (at least two weeks before the meeting date; will be provided to you by the Family Home Child Care Consultant)
- A copy of your Service agreement
- A card listing addresses and telephone numbers of, fire department, police, child welfare, consultant phone number, poison control and any other emergency information
- Copy of the Menu and ANY daily changes/substitutions
- A copy of any critical issue's notification sent to parents (see next subsection)
- A "Parent Binder" is available for viewing:
 -
 - A signed copy of the agency's behaviour guidance policy (will be provided to you by the Family Home Child Care Consultant)
 - Members of the parent advisory committee and minutes of the last parent advisory committee meeting (will be provided to you by the Family Home Child Care Consultant)
 - Rules and procedures regarding evacuation procedures for fire and any other emergencies (must be developed by you as soon as you set up your Family Home Child Care)
 - Guidelines for Communicable Disease in a Childcare Setting
 - Family Communication Plan
 - Completed Materials checklist

Critical Issues Notifications

When critical issues arise, which could impact the way the Family Home Child Care is run or managed, the agency must provide notice in writing to parents. In particular, the agency must notify the parents if any of the following occur:

- (a) The approval of a care provider or a Family Home Child Care is or will be revoked;
- (b) A Family Home Child Care or agency is closed or sold;
- (c) Conditions are imposed upon the agency's license or any written information about the agency's license or program has been given to the agency by the Director;
- (d) The police or an agency established under the *Children and Family Services Act* are investigating a matter involving a care provider or other person associated with the Family Home Child Care, unless the police or the agency established under the *Children and Family Services Act* directs otherwise. Notice of a closure or sale under (b) above must be given at least 2 weeks before the date of the closure or sale.

Any notices under this section must be in writing. These notifications will be sent by registered mail to the last known address of a person who is required to be notified and posted in a conspicuous location in the family day care home.

Parent Advisory Committee

Another method for communicating with parents is the parent advisory committee. Each agency must establish a parent advisory committee to provide a forum for parents to have input into and receive notice of any matters of interest or concern to the parents. The parent advisory committee is also a body that will be used by the Department of Education and Early Childhood Development to communicate through the agency with the parents, if there are issues with the agency's license. This communication will come from the Director of Early Childhood Development Services.

Below are the relevant parts of the regulations:

Membership of parent advisory committee

20 (1) An agency's parent advisory committee must be comprised of at least 4 members, as follows:

- a) at least 3 parents of children currently enrolled in the agency's family home day care program;
- b) at least 1 care provider;
- c) 1 non voting representative of the agency, who must attend each meeting of the committee.

Health Policies

At our Family Home Child Care, we are concerned about the health and safety of all children and care providers. Care providers are strict about enforcing health regulations. Infections can spread rapidly within a Family Home Child Care, so universal precautionary measures are always taken. You can find information about common illnesses in the "Guidelines for Communicable diseases in a Childcare Setting"

A child is asked to remain at home if they display symptoms such as:

- Temperature 99.5F or 37.5C attached with other symptoms (as may be teething if only temp)
- Vomiting
- Diarrhea- very loose bowel movements
- Unexplained rash
- Coughing- persistent cough over the period of one week or more, breathing difficulty
- Scabies, Impetigo, and Pink Eye will NOT be accepted into child care.

****Children who have any of these communicable diseases will be sent home and may return 24 hours after the last symptom. This includes if children are home sick, they are not permitted to return until 24 hours after the last symptom.**

If a child becomes sick at child care, the parent/guardian will be called IMMEDIATELY to take the child home. If the child becomes very ill and requires emergency care, 911 will be called then the parent. Before the child returns to the family home a note from the doctor **may** be required stating that the child is healthy, not contagious, and may return to the daycare. Child may be isolated (supervised) until the parent arrives.

If a child is absent due to illness, ask the parents to report the symptoms for you to record. This will increase awareness to look for similar symptoms in other children and track communicable disease at the centre.

If a child may have been exposed to contagious conditions at the centre, parent(s) / guardian(s) will be notified, without revealing names.

Every precaution will be taken by staff to protect children from food or materials that may cause reactions. Please inform staff of any allergies. It is crucial to keep staff current on any changes in medical information regarding allergies and treatments. **Allergy Lists and special diet considerations (Halal, Vegetarian, etc) must be visibly posted in the food prep area!**

Care providers will be observant every morning of each child noting whether the child appears healthy, flushed, persistent cough, runny nose, red eyes, etc.

Any accident which results in first-aid treatment by staff or further treatment will be recorded by the provider in an accident report form. Reports will be viewed, discussed and signed by a staff member, parent, and consultant.

When more than 10 % of your enrolled capacity is ill. It may need to be reported to Public Health. Especially if most or all children in your day home are ill.

Nit Free Policy: In Accordance with new health regulations that states:

Children with head lice should be treated and should attend school or childcare as usual. "No-nit" policies, which keep children with head lice away from childcare, aren't effective. Here's why:

*Head lice are common among young children

*Head lice don't spread disease

*Cases of head lice are often misdiagnosed. To confirm a case of head lice, you need to find live lice

*Children may have head lice for several weeks with no symptoms Children with head lice should be treated and should avoid head-to-head contact with other children until the lice are gone. Childcare programs should let families know when there is a case of head lice and provide information about diagnosis and treatment.

Medication Policy

The care providers are only permitted to give medication authorized by a doctor or parent.

All medication must be in the **original** container, with a readable label, **or it cannot be administered.**

Parents will be asked to complete a medication authorization form for each new medication, stating the child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions. The agency has templates.

Over the counter medication will not be given by the care provider unless written instructions are received from the parent or the child's doctor. These instructions are to include the child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, any special instructions, and the parent's or doctor's signature. The care provider may have a medication form for the parent(s).

Parents are asked to send measuring utensils along with the child's medication.

All medications are to be given directly to the care provider, and for safety reasons must not be left with child's spare clothing and bedding in the cubby area.

It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the family home day care.

Certain medical procedures can only be done with special training. If a child has special medical needs, these cases will be covered by the child's Individual Care Plan.

HIV and AIDS Policies

HIV (Human Immunodeficiency Virus), the virus that leads to AIDS (Acquired Immune Deficiency Syndrome), is not transmitted through everyday contact. No confirmed cases of transmission through casual contact or biting have been reported. HIV is transmitted from one person to another by sperm, vaginal secretions, breast milk, blood, and from mother to child during pregnancy.

HIV is considered a disability, and by law discrimination based on disability is illegal. Parents have no obligation to tell the agency or the care provider if they are aware that their child is HIV-positive. If such information is disclosed to a member of the agency staff or care provider, s/he has an ethical obligation to keep the information confidential.

Universal Health Precautions adapted by Family Home Child Care Include

Those who work at our agency or are associated with the agency as care providers, help control the spread of infections by practicing proper hygiene and universal precautions. Children, care providers, agency staff, and volunteers:

- Wash their hands thoroughly with warm water and soap before meals, after toileting before and after administering first aid, and throughout the day as required.
- Dishes, eating surfaces and diapering areas are sanitized after each use (with a bleach solution)
- Toys are checked for breakage daily and sanitized at least twice each week.
- Floors are cleaned daily, as required throughout the day.
- The laundry, kitchen and bathrooms are maintained in a clean and organized manner.
- Hands are washed immediately after exposure to blood, and all other bodily secretions
- All cuts are covered with a sterile bandage until healed
- Disposable latex gloves are worn by staff treating open cuts
- Blood-soiled surfaces are disinfected with bleach, which kills HIV
- Laundry stained with blood and other bodily secretions is washed separately in hot, soapy water
- Materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined, covered plastic container.

Emergency Preparation:

- The agency inspects all of the Family Child Care Homes on an annual basis to ensure that the premises are safe.
- The agency and each Family Child Care Home have an emergency evacuation plan and practice fire safety procedures and carry out monthly fire drills, the time, date, and number of children participating are recorded.
- All agency staff and care providers have been trained in First Aid and infant CPR (C) and are required to keep their training up to date.
- A parent informs the Family Home Child Care of any changes to his/her address, place of work, telephone numbers, and authorization list, and injuries that the child receives outside the program.

Emergency Evacuation

If we have to evacuate the Family Child Care Home due to fire or other emergency and the home is not fit for immediate habitation, the parents or an authorized person will be contacted immediately and expected to pick up his/her child **immediately** at the designated emergency location.

Accident Reports

Care Providers are required to complete an accident report form for any accident which requires first-aid treatment by Care Provider. It will be signed by the provider who administered treatment and the parent, then placed in the child's file. Parent(s) are to be informed of the injury at an appropriate time (depending on the extent of the injury), maintaining confidentiality of any concerned parties.

Notable situations

Regulation 30A(1)

In this section, “notable situation” means an accident, communicable disease or other situation that affects or could affect the health, safety or well-being of a child in attendance at a child-care program, but that does not meet the criteria set out in Section 30B for a serious incident.

- Notable situations may include, but are not limited to, bites, physical disagreements between children with resulting scratches and bruising, minor falls, bumps and bruises which require non-emergency assistance (e.g. first aid). A summary report would be required for each of these situations.
- There may be other isolated incidents where children may be exhibiting challenging behaviors (e.g., arguments, one child disrupting another child’s play). These incidents would not require a summary report.
- Summary reports are readily available and completed in full as soon as reasonably possible.

Serious incidents -Get reported to the AGENCY CONSULTANT

Regulation 30B(1)

In this Section, “serious incident” means any of the following:

- (a) the death of a child while the child is attending a child-care program;
- (b) any injury to a child that occurs while the child is attending a child-care program and that requires emergency medical attention;
- (c) a fire or other disaster on the premises of a facility, agency, play group space or family child-care home;
- (d) a concern or an occurrence relating to an element of the physical environment or an operational or safety practice in a facility or a family child-care home that poses a risk to the children’s health, safety or well-being;
- (e) a child is not accounted for during any period of time, as required by Section 33A.

*****It is very important to write up a detailed report with all necessary information!!!! Parents get a copy. Consultant and provider keeps a copy form the child’s file.*****

Regulation 30B(2)

All of the following must be done when a serious incident occurs:

- (a) any necessary medical assistance must be immediately secured and all possible efforts made to notify the parents of any child affected;
- (b) the licensee must be notified no later than 24 hours after the time the serious incident occurs;
- (c) a summary report that meets the requirements of clause 30A(2)(b) must be prepared and a copy placed in the file of each affected child no later than 7 days after the date of the serious incident occurs;

Should a serious incident occur, the care provider will follow this procedure:

- Immediately tend to the injured or seriously ill child, using First Aid and / or CPR;
- Call 9-1-1 to request emergency care for the child;
- Call the adult on the authorized list to attend the child at the emergency room;
- If possible, go with the child to the emergency room until the parents / guardians arrive;
- Fill out an incident report form;
- Advise the Agency of the incident.

Nutritional Information

Care providers are required to follow each of the following: Standards for Food and Nutrition in Regulated Child Care Settings; Guidelines for Food and Nutrition in Regulated Child Care Settings; and Food and Beverage Criteria in Regulated Child Care Settings. **A menu package will be provided in your start up package with specific menu criteria for items served. The consultant must review and sign off on your menu!**

In accordance with these regulations, the following will be maintained:

- All regulations respecting the safety, preparation and serving of food as approved by the Minister shall be followed.
- Formula brought into the facility must be labelled as to contents, feeding instructions, name of the child, dated and placed in a refrigerator at 4.4 degrees Celsius or lower and must be used within 24 hours.
- The provider will hold infants under 6 months of age during feedings. Bottle propping and feeding infants in cribs is not permitted.
- All open foods will always be dated and kept refrigerated except during feedings and will not be kept or used beyond the expiry date.

The care provider's menus are developed with the assistance of the Canada Food Guide for Children. Our care providers offer balanced and varied menus that utilize nutritious foods and health and allergy requirements. The care provider may plan meals in advance and may post menus for the interest of parents. Monthly posting is not required, daily menu posting is required.

Care providers offer a nutritious morning and afternoon snack and for children who stay over lunch hour, a full lunch is provided which includes 1/3 of the daily nutrient requirement for the children. If a child requires supplements or special foods due to a medical condition, a care provider will do what he/she is able to, depending on the need, but the parent may be responsible for supplying the supplements or special foods.

The care provider eats with the children to help model appropriate eating behaviours and positive food habits.

The care provider does not force children to eat, or withhold favourite foods for inappropriate behaviours, but will encourage children through positive modeling and reinforcement to try new or other foods.

Rest Period

Infants sleep according to their own individual schedule. For children under school age, a rest period is a part of the day's schedule. During the rest period, all children under school age are required to rest on their mats for one half hour. This includes children who do not sleep. After this half an hour, any children that are not sleeping may engage in quiet activities until the rest of the children wake up.

Policy on Reporting Suspected Child Abuse

As per the protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, the agency staff and the care provider are legally required to report cases of suspected child abuse. If a Care Provider has an allegation of Abuse, it is the job of the Consultant to notify the Department. A form will be filled out and the Care Providers Child Care will shut down until the Investigation is over.

Behaviour Guidance Policy

The agency has a written behaviour guidance policy with respect to permitted and prohibited behaviour guidance practices. The policy applies to all agency staff, volunteers and care providers. Staff, volunteers and care providers are always required to follow the guidelines. To become familiar with this policy, the agency has prepared a training slideshow which will be sent to you by the consultant. Upon review, you will receive a certificate and then sign your behaviour guidance policy with the consultant.

A copy of the behaviour guidance policy is posted on the parent bulletin board in the Family Child Care Home and is also posted at the agency facilities. A copy may be obtained from the agency and is to be reviewed and signed on a yearly basis. The written behaviour guidance policy must be reviewed with the parents of each child when they are first enrolled in the family home day care program.

A copy of the agency's policy is included in the back of this handbook, "Appendix A"

Staff will design an environment that will encourage positive attitudes and behaviours in children. They will provide age appropriate equipment that will support active, creative play and problem solving.

Staff will implement the following prevention strategies that will help to minimize conflict situations:

- Establish clear, consistent, simple limits and provide explanations for limits
- State limits in a positive manner and periodically remind children
- Provide opportunities for children to make choices throughout the day
- Focus on the behaviour, not the child
- Model and encourage appropriate behaviour
- Interact with the children

When intervention strategies are necessary in dealing with undesirable behaviours, the goal of the staff intervention is to provide guidance and support while helping the children to solve the problem on their own. The following intervention strategies are to be implemented:

- Get physically close to the child
- Get down on the child's level and establish eye contact with the child and use a calm voice
- Remind and redirect the child
- Acknowledge the child's feelings
- Use a schedule/routine with children

Confidentiality Policy

Family Matters Family Home Child Care Agency follows the confidentiality policy of Family Matters: The Annapolis County Family Resource Centre. This policy applies to all employees, board members, care

providers and volunteers. Any employee, board member, care provider, or volunteer found to be misusing, repeating, or otherwise conveying information to anyone except those who require the information on a need to know basis to carry out their responsibilities, shall be considered to have committed a serious breach of employment duties and responsibilities which may be considered just and reasonable cause for dismissal.

All information provided to the agency and care providers for registration and health purposes is confidential within the agency and Family Home Child Care setting. The only persons permitted to review the children's charts will be parent/guardians, agency staff, care providers and a representative of the Minister of the Department of Education and Early Childhood Development.

Information will not be given out by the agency or care providers without written consent from parents/guardians. Family Matters Family Home Child Care Agency and its care providers will not verify a child's enrollment or discuss their behavior to anyone by telephone or in person, without parent/guardian consent.

Breastfeeding Policy

Approved by the Nova Scotia Human Rights Commission

Under the Human Rights Act women are protected from discrimination and harassment because of sex, which includes pregnancy, and family status, which means being in a family-child relationship. In Nova Scotia it is illegal to discriminate because a woman is or was pregnant, because she may become pregnant or because she has had a baby. This includes a woman's right to breast-feed her child.

- (1) *The Human Rights Act prohibits discrimination in the area of "the provision of or access to services and facilities". Women have the right to breast-feed a child in public areas, including restaurants, retail stores and shopping centres, theatres and so forth. Women should not be prevented from nursing a child in a public area, nor asked to move to another area that is more "discreet".*
- (2) *The Human Rights Act prohibits discrimination in the area of employment against women who are breast-feeding. Employers have a duty to accommodate employees who are breastfeeding. This duty is limited only if the accommodation would create an undue hardship. Accommodation could include allowing the employee to have the baby brought into the workplace by a caregiver for feeding, and arranging a quiet place to breast-feed. This onus is on the employer to show an undue hardship if a request for accommodation related to breastfeeding is refused.*
- (3) *The Nova Scotia Human Rights Commission will accept complaints of discrimination based on sex and/or family status related to breastfeeding, and will deal with them in accordance with the above policies above.*

Income Tax information

The Agency will provide you with a statement of income each tax year including the amounts of the Fee reduction and Subsidy payouts.

Note for daycare If you provide care and supervision in your home to children 13 years of age or under for periods of usually less than 24 hours per day, your daycare service is exempt from GST/HST. If your only business activity is operating a daycare, you generally cannot register for GST/HST purposes.

Issuing receipts as a daycare provider

For daycare, you are expected to issue receipts to the parents of the children in your care. You should do this as soon as possible to give them time to file their income tax returns. By law, the receipts you issue must include all the following information:

- the name of the person you are preparing the receipt for
- the name of the child of the person you are preparing the receipt for
- the amount you received for your services
- the period you provided these services (from and to dates)
- your name
- your address
- your social insurance number
- your signature
- the date you signed the receipt

Expense records

Always get receipts or other vouchers when you buy something for your business. The receipts have to show the following:

- the date of the purchase
- the name and address of the seller or supplier
- the name and address of the buyer
- the full description of the goods or services
- the vendor's business number if they are a GST/HST registrant when the purchase price is \$30 or more (before tax)

You were asking?

Q. What should I do if there is no description on a receipt?

A. When you buy something, make sure the seller describes the item. However, sometimes there is no description on the receipt, as with a cash register tape. In this case, you should write what the item is on the receipt or in your expense records.

Q. What should I do if a supplier does not want to give me a receipt?

A. When you buy something, make sure you get a receipt. Your transactions may be denied if you do not have the proper documentation to support your purchases.

Example

The following expense journal is an example of how to record your expenses for one month:

Date	Particulars	Cheque No.	Bank	GST (5%)	Purchases	Legal & Acct.	Adv.	Permit	Repairs	Capital items
July 1	XYZ Radio	407	367.50	17.50			350.00			
July 1	Smith Hardware	408	26.95	1.28					25.67	
July 2	City of Ottawa	409	157.50	7.50				150.00		
July 3	Andy's Accounting	410	262.50	12.50		250.00				
July 5	Wholesale Supply Inc.	411	1,836.60	87.46	1,749.14					
July 5	Ed's Used Cars	412	1,575.00	75.00						1,500.00

If you determine that you are self-employed, report your **daycare income as business income** on your tax return. Enter your gross daycare income on line 13499 and your net income or loss on line 13500. If you are filing your return online, use the industry code for daycare that your tax preparation software uses. Your gross income includes all the income you earned from daycare services you provided during the year. This income includes payments from parents, as well as subsidies such as provincial or territorial grants to care for children.

Expenses

You can claim daycare expenses on your Income Tax and Benefit Return if you report self-employment income earned from running a daycare.

Line 8521 – Advertising You can deduct expenses for advertising, including advertising in Canadian newspapers and on Canadian television and radio stations.

Line 8523 – Meals and entertainment The maximum amount you can claim for food, beverages and entertainment expenses is 50% of the least of the following amounts: 1) the amount incurred for these expenses 2) an amount that is reasonable in the circumstances. When you claim expenses on this line, you will have to calculate the allowable part you can claim for business use. These limits also apply to the cost of your meals when you travel or go to a convention, conference, or similar event. Entertainment expenses include tickets and entrance fees to an entertainment or sporting event, gratuities, cover charges and room rentals such as hospitality suites.

Line 8690 – Insurance You can deduct commercial insurance premiums that you pay for insurance on any buildings, machinery and equipment you use in your business. Motor vehicle insurance costs are listed at line 9281. The insurance costs related to business use of workspace in your home have to be claimed on line 9945.

Line 8710 – Interest and bank charges You can deduct interest on money borrowed for business purposes or to acquire property for business purposes

Line 8760 – Business taxes, licences and memberships You can deduct all annual licence fees and some business taxes you incur to run your business. Some examples of licence fees are: beverage licenses; business charges; trade licences; motor vehicle licenses; and motor vehicle registration permits. You can also deduct annual dues or fees to keep your membership in a trade or commercial association, as well as subscriptions to publications. You cannot deduct club membership dues (including initiation fees) if the main purpose of the club is dining, recreation or sporting activities.

Line 8810 – Office expenses You can deduct the cost of office expenses. These include small items such as pens, pencils, paper clips, stationery and stamps.

Line 8811 – Office stationery and supplies You can deduct the cost of items the business used to provide goods or services for example, drugs and medication used by a veterinarian or cleaning supplies used by a plumber. If you run a daycare, these include household supplies that children use and food you buy to feed the children.

Line 8860 – Professional fees (includes legal and accounting fees) You can deduct the fees you incurred for external professional advice, services and consulting fees. You can deduct accounting and legal fees for advice and help with keeping your records. You can also deduct expenses for preparing and filing your income tax and GST/HST returns.

Line 8960 – Repairs and maintenance You can deduct the cost of labour and materials for any minor repairs or maintenance done to property you use to earn income. You cannot deduct the value of your own labour. You cannot deduct costs you incur for repairs that are capital in nature. However, you can claim CCA. The maintenance and repairs related to business use of workspace in your home are claimed at line 9945 in Part 5.

Note for daycares You can only deduct maintenance and repair expenses if you can prove that the day to day running of your daycare is what caused any damage and you have not received any compensation or refund from your insurer.

Line 9200 – Travel expenses You can deduct travel expenses you incur to earn business and professional income. Travel expenses include public transportation fares, hotel accommodation and meals. If you run a daycare, you can also deduct on this line the cost of tickets you may have bought for field trips.

Line 9281 – Motor vehicle expenses (not including CCA) You can deduct expenses you incur to run a motor vehicle you use to earn business or fishing income. Fill in “Chart A – Motor vehicle expenses” on your form. The chart will help you calculate the amount of motor vehicle expenses you can deduct. If you use your vehicle occasionally for business purposes, you can claim motor vehicle expenses on a per-trip basis. **For example, if you are operating a daycare business, taking the children to a park or on an excursion may involve paying for fuel and parking.** If you regularly use your vehicle for business and personal trips, you can claim part of the total operating expenses for your vehicle as a business expense. You must keep accurate records that show the part of the total kilometres that you drove for your business.

Keeping motor vehicle records You can deduct motor vehicle expenses only when they are reasonable and you have receipts to support them. To get the full benefit of your claim for each vehicle, keep a record of the total kilometres you drive and the kilometres you drive to earn income. For each trip, list the date, destination, purpose and number of kilometres you drive. Record the odometer reading of each vehicle at the start and end of the fiscal period.

Deductible expenses include: licence and registration fees, fuel and oil costs, electricity costs for zero-emission vehicles, insurance, interest on money borrowed to buy a motor vehicle, maintenance and repairs, leasing costs.


Example

Murray’s business has a December 31 year-end. He owns a truck that is not a passenger vehicle. He uses the truck to pick up supplies and equipment. Murray kept the following records for his 2021 fiscal period:

Business kilometres.....	27,000 km
Total kilometres.....	30,000 km
Expenses:	
Gasoline and oil.....	\$ 3,500
Repairs and maintenance.....	\$ 500
Insurance.....	\$ 1,000
Interest (on loan to buy truck).....	\$ 1,900
Licence and registration fees.....	\$ 100
Total expenses for the truck.....	<u>\$ 7,000</u>

This is how Murray determines the motor vehicle expenses he can deduct in his 2021 fiscal period:

$$27,000 \text{ (business kilometres)} \div 30,000 \text{ (total kilometres)} \times \$7,000 = \$6,300$$

 If Murray has business or professional income, he can deduct that amount on line 9281 of Form T2125.

Line 9945 – Business-use-of-home expenses

You can deduct part of your maintenance costs such as heating, home insurance, electricity and cleaning materials. You can also deduct part of your property taxes, mortgage interest and CCA. To calculate the part you can deduct, use a reasonable basis, such as the area of the workspace divided by the total area of your home. If you use part of your home for both your business and personal living, calculate how many hours in the day you use the rooms for your business, and then divide that amount by 24 hours. Multiply the result by the business part of your total home expenses. This will give you the household cost you can deduct. If you run the business for only part of the week or year, reduce your claim accordingly.

If you rent your home, you can deduct the part of the rent and any expenses you incur that relate to the work space

Example

James runs a business, for example a daycare, from his home weekdays from 7 a.m. to 5 p.m. (10 hours out of a 24-hour day). The business uses an area of 35 square metres.

The house is 100 square metres, and the annual household expenses are \$5,800.

James calculates as follows:

$$(10 \div 24 \text{ hours}) \times (35 \div 100 \text{ metres}) \times \$5,800 \text{ expenses} = \$845.83$$

The business operates five days a week, so he must do another calculation:

$$\$845.83 \times 5 \div 7 \text{ days} = \$604.16$$

James can deduct \$604.16 for his household expenses.

To assist you in recording your expenses and childcare payments, the consultant has tracking sheets available!

Behaviour Guidance Policy-Care Provider

Statement:

Behaviour guidance is teaching and guiding children towards self-control and solving their own conflicts. Appropriate expectations are set for the development level of the children, and expectations are stated to the children in a simple and clear manner.

Scope:

Family Home Daycare Agency Staff, Care Providers, Substitutes, Parents and Volunteers

Procedures:

The following guidance techniques will be used:

- Guidance statements will be expressed positively whenever possible.
- Children will be praised for behaving positively.
- Staff will demonstrate positive behaviours for the children.

Prevention:

The best method of guidance in a childcare setting is preventing challenging behaviours before they happen.

Methods used to prevent challenging behaviour include:

- Praising children’s positive behaviours: for example, if a child has trouble walking and you catch him/her walking say “way to go, you remembered your walking feet”
- Give children opportunities for choice: Staff, care providers, substitutes, parents, and volunteers will provide the children opportunities to make choices and to help with routines. Staff, care providers, substitutes, parents, and volunteers set reasonable expectations and guide the children to discover the link between their behaviour and the result.
- Ignore minor incidents and allowing children to problem-solve on their own: for example, if two children are arguing over a toy, wait to see how they solve the problem on their own. If the children are safe, allow them the opportunity to work it out on their own, encouraging them to “use their words” and praise their efforts.
- Environmental: The environment communicates many things to the child and can greatly influence the child’s behaviour. In considering the behaviour, staff, care providers, substitutes, parents, and volunteers should examine the environmental factors and what they communicate to the child. Such factors to be considered (but not exclusive to) are materials provided, space and layout, and the program. For example, if the children are constantly arguing over the one plasma car in the room think of ways to solve this, i.e. provide more than one plasma car or use a timer to encourage turn taking.
- Provide limits that are clear and concise and provide periodic reminders:
The rules for Family Matters Family Home Daycare Agency:
 - We use walking feet and indoor voices
 - We use kind actions and words
 - We play safely
 - We sit while we eat
 - We use our hands for helping not hitting

Intervention:

In some cases, children need intervention from adults to show them how to handle a situation or to keep everyone in care safe.

It is important to remember to speak in a calm, controlled voice, acknowledge the children's feeling, get the children's attention, and stay close by them offering appropriate physical closeness and touch.

Some methods of intervention include:

- **Reminders:** Children need to be reminded of which behaviours are positive. For example, "use your walking feet" and "hands are for helping"
- **Redirection:** Assisting a child to replace challenging behaviour with a positive behaviour demonstrates respect for the child and teaches the child the expectations of them. For example, if a child is throwing toys, explain to them that there are some toys that are okay to throw like beanbags in a target and some that are not okay to throw because we could hurt our friends. Staff, care providers, substitutes, parents, and volunteers who are observing consistent challenging behaviours should document details on the behaviours to ensure that other factors are not encouraging the challenging behaviour (i.e.: environment, program, and medical/physical)
- **Communication:** The staff, care provider, substitute, parents, and volunteers explain why challenging behaviour is not acceptable. Guidance statements are expressed in a way that is positive and guides the child as to what is acceptable and positive. For example, "Hands are for helping. We want to keep our friends safe."
- **Assist with Problem Solving:** Often staff, care providers, substitutes, parents and volunteers act as a mediator between children, it is our goal to have children able to solve problems on their own. Encourage children to listen to each other's point of view and then help them to brainstorm how to solve the problem.
- **Supported Consequences:** In extreme cases where all other guidance techniques are ineffective, the staff, care provider, substitute, parents, and volunteers may need to use supported consequences. This may consist of limiting or removing materials. This should only be done after a clear, calm, and consistent explanation of the appropriate use of materials has been offered to the child and is ineffective. The other supported consequence that may be used is a removal of the child from the situation. This is only to be used in extreme cases where a child is putting the safety of other children (i.e. hitting, biting, etc.) or themselves at risk. This will consist of the staff, care provider, substitute, parent, and volunteer removing the child from the situation, while still trying to keep the child in close physical proximity to the staff, care provider, substitute, parent or volunteer. When the child has regained control of their behaviour, they will be transitioned back into their chosen activity.

Techniques that are not acceptable in a childcare setting include Time Out and 123 Magic.

No operator shell permit:

- Corporal punishment, including but not limited to the following:
 - Striking a child directly or with any physical object
 - Shaking, shoving, spanking, or other forms of aggressive physical contact; and
- Requiring or forcing a child to repeat physical movements.
- Harsh, humiliating, belittling, or degrading responses of any form, including verbal, emotional or physical. i.e. saying "You don't know how to listen", putting a child in the corner.

- Confinement of, or isolation of a child or children.
- Deprivation of a child of basic needs including food, shelter, clothing, or bedding, i.e. withholding meals, snacks, or desserts, taking a child's blanket away at nap time.

In accordance with Section 11.1 in the Manual for Food and Nutrition in Regulated Child Care Settings:

- (i) Staff, volunteers, and care providers do not offer food to reinforce positive behaviours.
- (ii) Staff, volunteers, and care providers do not withhold good as a consequence for inappropriate behaviours.
- (iii) Food is not used as a reward for completing a task or finishing a meal (e.g. dessert will not be withheld if the child does not finish the main meal).

Definitions:

Redirection – This is the most developmentally appropriate and effective guidance technique for young children. Redirection is replacing a challenging behaviour with an appropriate one. For example, if a child is throwing sand from the sand box, the staff, care provider, substitutes, parents, and volunteers will help him or her find another, more positive way to play with the sand.

Time Away – the child is asked to leave the activity or area where he or she is exhibiting challenging behaviour. The child can choose something else to play with.

Care Provider Signature: _____ Date: _____

Family Home Childcare Consultant: _____ Date: _____



Daily/Weekly/Annual Checklist for Regulated Dayhome Programs

DAILY

- Complete Daily Paperwork (Keep for minimum 1 year)
 - Attendance Sheet-Email Copy to Consultant on Fridays
 - Cleaning (Sanitize Toys with a bleach solution , 1 tsp to a spray bottle)
 - Menu Substitutions
- Daily Log -record symptoms of ill health, reason for absence, alternate pick up for the day, menu substitution special events {visitors, loss of power, etc. }
- Activity Plan-Update activities
- Each Child's Daily Journals(Ages: Birth-36 months)

- Outdoor Play (Morning and Afternoon)

BI-WEEKLY

- Submit Subsidy Paperwork and Fee reductions.
 - Subsidy is due the THIRD last business day of the month. It is paid out twice a month.

 - Fee Reductions are due bi-weekly and are paid out twice per month. Please refer to Calendar provided.

MONTHLY

- Consultants Complete MONTHLY inspections to make sure everything is running smoothly and licensing requirements are being kept up.
- Conduct Fire drills and record them.

- Care Provider Meeting

BI ANNUALLY

- Attend Parent Advisory Meetings that are scheduled 2 x a year. **Typically June and December.**
- Progress Reports need to be completed and given to parents (and copies kept in child's file) 2 times a year.

○ Spring (**June**) and

○ Fall (**December**)

ANNUALLY

- Keep Personal **records** up to date (Send new copies to Consultant)
 - Criminal record check-Vulnerable sector check-Every 5 years.
 - Child abuse registry-Every 3 years (for ages 13 up in home)
 - First Aid-Every 3 years.
 - New Behaviour Guidance Signed (with Consultant)
 - Updated Insurance
 - Home
 - Vehicle (If Applicable)
- Materials Checklist must be filled out Annually
- 5 hours of professional development workshops must be completed per year (Consultant Assists with this).
 - Family Day home training must be completed within 1 year of approval date. This will Count as your professional development for the first year!
- Yearly inspection by Provincial Licensing officer or consultant

ONGOING/OTHER

Keep the Following posted on the Parent Board/Parent Binder

--Board

- | | |
|---|--|
| <input type="checkbox"/> Approved number of children | <input type="checkbox"/> Menu |
| <input type="checkbox"/> Government website to access the act & regulations | <input type="checkbox"/> Activity Plan |
| <input type="checkbox"/> Emergency Numbers | <input type="checkbox"/> Daily Routine |
| <input type="checkbox"/> Current Agency inspection | |

--Binder Located on Board

- | | |
|---|--|
| <input type="checkbox"/> Hard Copy Act & Regulations | <input type="checkbox"/> Service Agreement |
| <input type="checkbox"/> Guidelines for Communicable diseases | <input type="checkbox"/> Materials Checklist |
| <input type="checkbox"/> Behaviour Guidance Policy | |
| <input type="checkbox"/> Parent Committee & Most Recent meeting minutes | |

- Ensure that when receiving a new child that ALL required paperwork from the package is returned and filed. (See Child file requirements on inside of File)

