



Parents' Handbook

Policies and Procedures

The handbook contains the following information:

- *Office staff and contact information*
- *Mission and Philosophy*
- *Arrival and Departure*
- *Fees, holidays & Services*
- *Health/Illness and medication*
- *Sample Nutritious menu*
- *A copy of the program statement & List of prohibited practices*
- *Prohibited practices - Complaints process and contact supervision and policies and procedures for volunteers and students*
- *a copy of policies and procedures "parents' issues and concerns*



HopeForYou Inc.

Home Daycare Agency
PARENTS' HANDBOOK

WELCOME & INTRODUCTION

Welcome to the HopeForYou and thank you for choosing us to provide your family with excellent childcare services.

MANAGERIAL STRUCTURE AND EMPLOYEES

HopeForYou Agency is licensed by the ***Ontario Ministry of Education*** in accordance with the ***Child Care Early Years Act, 2014 (CCEYA)***. The Agency's hired RECE Home Visitor and Area Supervisor will be the liaison between parents, and Providers. Home care providers home will be inspected and monitored by the Home Visitor under the guidelines of the agency and in accordance with the Ministry of Education, Child Care and Early Years Act. By whom also the agency will be supervised.

PARENT BULLETIN BOARD

The agency and all providers must have a parent bulletin board that contains information of Resources for parents and information required by the regulations. This information includes, but not limited to:

- A copy of the agency's license from the Ministry of Education Child Care Quality Assurance and Licensing
- The agency's policy respecting licensing and care provider approval



- important and emergency contacts: addresses and telephone numbers of, the Ministry of Education, taxi, ambulance, hospital, fire department, police and other emergency information
- A copy of any critical issues notification sent to parent.

Please keep this Parent Handbook for reference.

However, it can also be found on our website

www.hopeforyou.ca

Contact information:

I) DIRECTOR/CEO

Phiona Durrant

Email: Phiona@hopeforyou.ca

Phone: 905-228-2008 ext. 402

II) HOME VISITOR / SUPERVISOR

Fung Mio Lee (Pauline)

36 Ostick St. Aurora. ON L4G 7K5

Main office / 905-228-2008

Email: info@hopeforyou.ca

III) CHILD CARE PROVIDERS

Names and contact information are listed on our website at www.hopeforyou.ca

MISSION STATEMENT

Providing a high quality, affordable, inclusive safe enriching alternative to home that offers exceptional holistic care to children and their family; filled with learning, Godliness, love, warmth, FUN, respect, discipline, flexibility, honesty and trust.

PHILOSOPHY

Our Christian family-oriented home daycare agency provides monitored and supported care to all children in the program through an anti-bias inclusive approach.



We believe, "if children are given the necessary tools to succeed, they will succeed beyond their wildest dreams!" - *David Vitter*. Therefore, our multicultural programs allow everyone to fit right in, and it will not take long to notice that the agency's focus is on your child's well-being and the success of our Home Care Providers. We focus on building-up the child spiritually, socially, physically, and cognitively. We work as a team with the parents, participating in the creation of a strong foundation. Our Providers ensure equal opportunities for each child to interact and play. Our qualified home care providers who are ready to build the children's character in a loving, learning, but playful approach, filled with:

1. honesty & respect
2. discipline & confidence
3. independence & kindness
4. Equality & Inclusion

OUR SERVICE and NUMBER & AGES OF CHILDREN

Our agency serves children 12months to ages 12. Each care provider serves somewhat different age group and mixture of children.

As per the law, approved family home care provider is permitted to care for a maximum of 6 children at a time under 13 years old, including their own children under 6 years old. They are also subject to the following restrictions:

- (a) no more than 2 of the 6 children may be infants (under 2 years old);
- (b) All of the following conditions must be met for a home child care provider to be exempt from the requirement to count their own four and five-year-old children.



1. Care is being provided during the school year (as defined by the local school board).
2. To make care more accessible, care is being provided between the hours of 6:00 a.m. and 8:00 p.m. on weekdays. Special consideration maybe available at provider's discretion; in addition, some providers may have different hours.
3. The four years and older children enrolled are attending a public school on a full-time basis.
4. The provider is caring for no more than two children under the age of two.
5. The provider has not been convicted of any offence under the Child Care and Early Years Act, 2014 or the Day Nurseries Act

SERVICES

- Our agency offers a fully licensed-home daycare for infant and pre-school program for children ages 1 year to 3.5 / 4 years of age. Before and After School program ages 4 to 12.
- Our organized waiting list is on a first-come first-serve basis, based on needs, and preferred location - there is no fee to be added to our waiting. Clients are only required to complete a simple information form with name, contact information, date care is needed, child's age, preferred location and any special request/need. No person should be kept on the waiting list longer than 90 days. Once a space becomes available the client will be notified first by the Agency and then by the provider.
- All providers undergo and in-depth assessment screening progress, which include, but not limited to: detailed interview to identify a provider's passion and an exceptional childcare skill; provide



a warm, clean loving, safe atmosphere that promotes learning and healthy lifestyle - assessed by HopeForYou RECE Home Visitor. Providers and their family (where applicable) must do a Health check-up, criminal record check and complete First Aid CPR training for children.

- HopeForYou strong multicultural and inclusiveness program ensures that extensive training and resources will be provided to guarantee that providers are equipped and ready to serve children with Special Needs physically, cognitive, socially or emotionally.
- Our Resource Loaning Library will be available for Providers to borrow age appropriate toys, books and resources for the children in their care from the agency. All providers will participate in training and professional development offer through or arranged by the agency - and independently.
- As part of our training, Providers must adhere to ministry law that states the following: volunteers and/or students are to be supervised by a home child care provider at all times; No volunteers and/or students are left alone with children; Home child care providers verbally confirm that no volunteer or student is left unsupervised with children.

Prohibited Practices

In accordance with the Ministry's law, the Agency forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted by a home child care agency, at a home child care premises or at other premises, where children are being cared for by the home child care provider. Young children are at their best when we take an encouraging approach that elicit positive interactions and encourage a healthier behavior with



their friends even their provider, rather than from a negative approach.

Instructions:

None of the following practices are to be observed in the home care premises, where children are being cared for:

- corporal punishment (which may include but is not limited to, hitting, spanking,
- slapping, pinching); physical restraint of children, including but not limited to confining to high chair,
- car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).
- locking the exits of the home child care premises to confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency
- use of harsh, degrading measures, threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflicting any bodily harm on children including making children eat or drink against their will.
- In addition, the home supervisor or provider must confirm in writing that these practices are not allowed and do not happen.



Make a Complaint About a Home-care Facility or Agency

For information or to report a complaint about a licensed child care centre or private-home day care agency, please contact us at 1-877-510-5333 or information.met@ontario.ca or visit the ministry's website <http://www.edu.gov.on.ca/childcare/offices.html> for more details about the process.

If you are concerned about the health, safety or well-being of a child in one of our home-care facility, please make a complaint immediately.

If you have already brought your concerns to the attention of the provider, but think that they have not addressed your concerns, please contact the Agency Director; if still unsatisfied please contact the ministry directly (see information above).

Feedbacks can only help our Agency and its Providers to enhance and give the best possible care to our parents. So, please don't hesitate.

Who to Contact

There are many ways to make a complaint about a provider. You do not have to give your name to make a complaint.

Contact information:

I) DIRECTOR / Owner

Phiona Durrant

Tel 905-228-2008

Email: phiona@hopeforyou.ca

You can call or, email,

Complaint Process

Once a complaint is received:

The Director will consult with the Home visitor and the Provider to determine the appropriate process for your complaint - as per our Parent Concern Policy.



If your complaint is within the scope of the Agency the provider will be told there is a complaint and given an opportunity to correct the situation. (Note: Agency does not disclose the name of someone who makes a complaint if anonymity is requested). While some complaints can be resolved within a matter of a day, other complaints may take longer if they are complex. However, if the investigation is being done by the Agency our resolution time frame is within 10 business days - or sooner if possible. Your complaint will be handled thoughtfully and thoroughly.

Privacy Protection: Your privacy is important and taken seriously, however, in the case of a criminal matter, information or documents you supply may be used and may become public information as required by law.

Agency's Hour of Operation and Statutory Holidays

Monday to Friday, from 9:00 a.m. to 6:30 p.m. After hour home visits, home visits support, meetings, and workshops, will be offered as per need. Caregivers and/or parents will be notified promptly should we need to be closed due to bad weather. However, each Home-Care provider will be open/close on storm days at their discretion.

- Each Home-Care Provide set their own operating hours, independently. We ask parents to please respect your provider's hours of operation.

HOLIDAYS

The agency office will be closed for Statutory holidays, including Christmas Day Boxing Day, New Year's Day, Good Friday, Canada Day and Victoria Day. We are also closed on: Easter Monday, Thanksgiving Day, and Labour Day. Christmas Eve Day and New Year's Eve Day the agency closes at 1:30 p.m Should any of these holidays fall on a week-end, the following Monday



will be observed as a holiday. However, holidays scheduling is at the discretion of the individual provider, and providers are responsible to inform parents such information (closed or open, holidays - including their vacation).

Our High-quality service provides a replacement provider for when a provider is closed for vacation or due to illness. The replacement provider will be a person who is 18 or older who may also transport children, either by car or walking. The agency will enter into an agreement with this replacement provider. Before the replacement provider commences to provide care to children they are acting as a home child care provider and will be assessed to ensure they meet all relevant regulatory requirements. This would include but is not limited to: first-aid certification, review and implementation of policies, procedures and individualized plans and immunization. Parents have option to arrange their personal back-up care if needed.

Arrival:

Your Child's First Day:

Your child's first day is an exciting and very important day and crucial to smooth transition of the child.

A smooth introduction helps to open the communication between parent/s and the provider. This is a perfect time to share special information about the child - to make day one less frightening. In addition, as you become familiar with the environment, your provider, the routine, and the activities everyone will become more comfortable. HopeForYou Home Visiting Supervisor will, when possible be in attendance of each child's first day.



Upon arrival, you must bring your child into the home. His/her outerwear must be removed in the designated area

- Your child must be escorted into the home and greeted by the provider - for infants/toddlers please provide any helpful information about the child's night to the Provider. Our responsibility for your child does not begin until s/he is in the care of the provider. Children are not to be left at the door or unsupervised area. Your child is expected to be at the family home day care by 9:30 am. This enables your child to take part in all planned activities. Please notify the provider if your child will not be attending, or will be late (please give an approximate time of arrival).
- The person arriving with your child must sign the attendance sheet, including the date and time of arrival. This allows us to see who is on the premises during fire drills and emergencies, and to keep attendance records. For after school programs, the provider will record these times in the morning, and after school.

Departure

- Children must be picked up by the closing time designated by the care provider.
- For your child's safety, the Agency staff members and the providers will only release your child to those persons listed on the authorization form at the time of enrolment. Please keep us updated with any changes to this authorization list. If you want someone not listed on the authorization form to pick up your child, you must inform us in writing. If this is not possible, we must be able to contact you for authorization, or we will not release the child to the person
- If, due to unforeseen circumstances, you will be late picking up your child, you must call the care provider



in advance. Please note that a late pick-up fee will be charged at the discretion of your provider.

- Parents of infants and toddlers should 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. If you are unable to pick up your child, you must notify the care provider in advance regarding who will be coming for your child, and an approximate pick-up time.



FEE STRUCTURE & RECEIPTS

Fees are determined by the agency, and need be paid by the parents directly to the Agency. Fees must be paid on time. Fee are still required when the child/family is on vacation. The Agency is responsible for the income tax receipts, which will be issued annually and available in sealed envelopes, for pick-up from your provider or by mail.

Early drop-off and late pick-up fees may be charged by the caregiver, and is not combined or afflicted with fees charged by the Agency.

The Agency does not charge a fee to be on our waiting list (*please see separate waiting list policy*)

A fee of \$25 will apply to all return cheques (NSF).

Termination:

In the event that a client is making changes in their lives, and wishes to terminate care it must be done through the Agency. Two weeks, written termination notice is required from either party, whether the from provider who is no longer able to provide care or the client whose child no longer in need of care.

HEALTH OF CHILDREN & MEDICATIONS

The children's well-being is our priority and so we are concerned about the health and safety provided by, staff and providers. Our Staff and care providers are stern about imposing health regulations. Infections spread quickly in the homes of families, so widespread preventive measures are taken always.

Illness:

- If a child is going to be absent due to illness, parents are required to call the Agency and notify the provider of the illness of the child.



- If your child becomes ill while attending one of our provider's care, you will be notified immediately and will be expected to have an authorized person pick up your child within a reasonable amount of time. Please also notify the provider if your child has a contagious condition, which has been diagnosed by a medical doctor.
- Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children.
- Children who exhibit the following will not be accepted for care: conditions of illness which make him/her unable to cope with the regular activities of his/her program and symptoms of a contagious or transmittable illness (ie. Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc.)
- It is also mandatory that our Home-care provider informed parents of any contagious condition your child may have been exposed to while at the in their care.
- Once diagnosed with a contagious condition, your child is not permitted to return to the family home day care without a letter from his/her doctor stating that s/he is past the contagious period of the condition and able to participate in family home day care activities.
- If your child has been hospitalized for any reason, s/he will require a note from the doctor stating the child is ready to return to the family home day care.

Medication:

- The care providers are only permitted to give medication authorized by a doctor or parent. Over the counter medications will not be given by the provider unless written instructions are received from the parent or the child's doctor. You will be asked to complete an authorization form for each new medication (or provide a written letter of consent), stating your child's name, date, nature of



and reason for the drug, complete instructions on administration and dosage, and any special instructions.

- These instructions are to include your 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.
- All medication must be in the original container, with a readable label.
- Please send measuring utensils along with your child's medication.
- For safety reasons, all medications are to be given directly to provider, and must not be left in the cubby area or bag.
- It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning in our provider's care.

MEAL/NUTRITION:

Health Canada recognizes the important role healthy eating plays in promoting the health of children and youth. The Agency's home visitor will review that the menu, seeing to it that the meals and snacks that it provides, meet the requirements set out in the Health Canada documents "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide-with a high focus on before/after school children. They have a higher risk of not eating healthy. Provider who cares for these children must ensure that they are eating a healthy daily, upon their arrival. A sample menu and nutrition workshop will be available to all providers.



BREAKFAST	LUNCH	SNACK	This week: Hiking Picnic
Cinnamon French toast (bread filled with Nutella or Cream cheese + fresh strawberries and banana.	Steam brown rice, Curry Chicken, steam carrots, sweet-corn, water to drink...	Fruit cups and Nutri grain cereal bar + Milk	
Emoji Waffles happy faces and fresh fruits with warm milk	Mashed potatoes and baked BBQ chicken breast – steamed carrots and corn	Unsalted crackers and Jam – Milk -- round cut apple covered with peanut butter and Granola	Fun trip to Brooks Farm, and Raspberry picking... much more...
Homemade Fruit Explosion Oatmeal muffins – fresh blueberries/banana or peanut & chocolate chips	Penne Pasta covered in sautéed herb and olive oil tomato sauce. Added diced Ham	Homemade Yogurt cake (yogurt spread filled with fresh fruits topping freeze for 2hrs on fudge sticks. yum!!!	Lionel's Petting Zoo.... And MacDonald ice-cream trip... back yard splash pad...
Homemade hash brown egg muffins (shredded potatoes, cheese, bacon – baked) Milk	Sesame Seed chicken bites served on hot-dog buns... whoo-hooo ... creative... 😊	Multigrain Tostitos with salsa baked with cheese and ground beef	Picnic at the park!!!
A bowl of multigrain honey-nut cheerios with fresh diced apples	FUN FOOD make it or buy it!!! 😊 😊 this week Jerk-chicken pizza	Celery filed with almond butter and raisin/cranberry, cucumber in dip – Breton veggie crackers.	MOVIE DAY FUN, FREE, FRIDAY!!

Recommended Number of Food Guide Servings per Day

Age in Years Sex	Children			Teens		Adults			
	2-3	4-8	9-13	14-18		19-50		51+	
	Girls and Boys			Females	Males	Females	Males	Females	Males
Vegetables and Fruit	4	5	6	7	8	7-8	8-10	7	7
Grain Products	3	4	6	6	7	6-7	8	6	7
Milk and Alternatives	2	2	3-4	3-4	3-4	2	2	3	3
Meat and Alternatives	1	1	1-2	2	3	2	3	2	3

The chart above shows how many Food Guide Servings you need from each of the four food groups every day.

Having the amount and type of food recommended and following the tips in *Canada's Food Guide* will help:

- Meet your needs for vitamins, minerals and other nutrients.
- Reduce your risk of obesity, type 2 diabetes, heart disease, certain types of cancer and osteoporosis.
- Contribute to your overall health and vitality.

What is One Food Guide Serving? Look at the examples below.

 Fresh, frozen or canned vegetables 125 mL (½ cup)	 Leafy vegetables Cooked: 125 mL (½ cup) Raw: 250 mL (1 cup)	 Fresh, frozen or canned fruits 1 fruit or 125 mL (½ cup)	 100% Juice 125 mL (½ cup)		
 Bread 1 slice (35 g)	 Bagel ½ bagel (45 g)	 Flat breads ½ pita or ½ tortilla (35 g)	 Cooked rice, bulgur or quinoa 125 mL (½ cup)	 Cereal Cold: 30 g Hot: 175 mL (¾ cup)	 Cooked pasta or couscous 125 mL (½ cup)
 Milk or powdered milk (reconstituted) 250 mL (1 cup)	 Canned milk (evaporated) 125 mL (½ cup)	 Fortified soy beverage 250 mL (1 cup)	 Yogurt 175 g (¾ cup)	 Kefir 175 g (¾ cup)	 Cheese 50 g (1½ oz.)
 Cooked fish, shellfish, poultry, lean meat 75 g (2½ oz.)/125 mL (½ cup)	 Cooked legumes 175 mL (¾ cup)	 Tofu 50 g or 175 mL (¾ cup)	 Eggs 2 eggs	 Peanut or nut butters 30 mL (2 Tbsp)	 Shelled nuts and seeds 60 mL (¾ cup)

Oils and Fats

- Include a small amount - 30 to 45 mL (2 to 3 Tbsp) - of unsaturated fat each day. This includes oil used for cooking, salad dressings, margarine and mayonnaise.
- Use vegetable oils such as canola, olive and soybean.
- Choose soft margarines that are low in saturated and trans fats.
- Limit butter, hard margarine, lard and shortening.





Program Statement

HopeForYou Agency is enthusiastic and devoted to supporting children's well-being, learning, development, health, and thinking through loving caring and responsive trained Providers, ECEC Home Visitors, and Agency Director who focus on active learning, play, exploration, and inquiry, and who see children and their families as experienced and willing, to actively participant in all aspects of our interactive program. HopeForYou uses the Ontario's pedagogy for the Early Years (2014) and a vital part of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy to guide operators of child care and early year's programs. How does learning happen? The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities, rather it challenges the status quo and explores how learning happens for children. How Does Learning Happen? is planned around four foundational conditions that are considered essential to optimal learning and healthy development for children:



FOUR FOUNDATIONS

<u>WELL-BEING</u>	addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
<u>EXPRESSION</u>	or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviour. Language-rich environments support growing communication skills, which are foundational for literacy.
<u>ENGAGEMENT</u>	suggests a state of being involved and focused. When children can explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and



BELONGING

success in school and beyond.

Refers to a sense of connectedness to others, and individual's experiences of being valued of forming relationship with others and making contribution as part of a group, a community, the natural world.

The four foundations apply regardless of the child's age, ability, culture, language, geography, or setting. Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate rudiments. Providers will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, appropriate to their child, will be shared with all parents or guardians of the children in their care and to the Home Visitor Supervisor. All Providers, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Sign Off binder prior to work or prior to interacting with children, and when the statement has been modified, and on an annual basis.

Provider will reflect on **How Does Learning Happen?** by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with Placement student / volunteers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis. The Home Visitor



Supervisor will review all sign offs by Providers, students and volunteers and sign the review sheet to indicate that the process has been completed. The Home Visitor Supervisor must be assured that the Home Care Provider, volunteers or student is fully aware, and understands the Program statement and its implementation. Home Visitor Supervisor will meet Monthly with each Home Care Providers to establish a clear understanding of the program statement, to provide training and support while ensuring that all other CCEYA polices are carried out.

HopeForYou Agency (HFY) wants to ensure that your children have a safe and positive experience that promotes their growth as a learner. Home Visitor Supervisors will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions.

The following practices are prohibited by HFY & the CCEYA

- **Abusing a child physically, verbally or emotionally**
- **Depriving a child of basic needs including food, shelter, clothing or bedding**
- **Using corporal punishment**



- **Locking the exits of our facility from the inside**
- **Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her self-respect**

If the Home Visitor Supervisor becomes cognizant of any practice that is not allowed, they will address the issue with the Home Care Provider immediately according to the strategies outlined in the Disciplinary Policy that is outlined our Provider's Manual.

The following are acceptable practices to use when when negative or unacceptable behaviour occurs:

Approve Practices by HopeForYou & the CCEYA

- **Establish positive relationships with all children**
- **Arrange the program so that the children are guarded against potentially dangerous situations**
- **Help children identify acceptable behaviour.**
- **Model appropriate behaviour at all times**
- **Allow children choices between clearly defined options when possible**
- **Encourage the children to verbalize their feelings, fears and anxieties**
- **Remember that each child is different, and try to vary their approach or method of dealing with the children, depending on their individual needs**



given a particular situation

- Encourage and praise desired behaviour
- Be patient and calm in their behaviour, actions and responses and avoid raising their voices.
- Use positive language to try and redirect behaviour by focusing on what the child can, should do, or likes to do
- Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her self-respect
- Set clear limits, maintain them consistently and follow-up when limits are broken.

Additionally, all Home Care Providers have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice and of HopeForYou. They hold themselves accountable, and will use the Code of Ethics, the Standards of practice, and the CCEYA to direct their decisions and practice in the care they provide. We keep our monitoring records of our Program Statement for 3 years.

Compliance and Contravention

Compliance and Contravention of this policy and procedures will be monitored as per the Agency's Compliance and Contravention Monitoring Policy.

Implementation of the Program Statement Approaches



Home child care visitors, providers and students and volunteers are required to implement the approaches outlined in the program statement when they are applicable.

The implementation of each approach may not be observed in practice daily; for example, unless a community event is happening that day, it may not be observed on a given day that home child care visitors, providers, students and volunteers are implementing the approaches for involving local community partners

Health and Safety

All Providers will encourage the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and eliminate hazards that may cause injury. Providers will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.

Children and Families

The Providers will support positive and responsive interactions among the children, parents, and child care providers. The Agency Director and its Home Visitor/supervisor will support this through the hiring of qualified, responsive, and well-trained Home Care Providers who support families in their role as primary caregivers, and understand the needs of each child as an individual.



The Provider will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Provider will be trained in how to support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the Providers themselves.

All Providers will provide the experiences, support and encouragement that aid young children learn to self-regulate, which is a significant component of quality care. In addition, they will stimulate the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play. With the continual training of support for the Agency Home Visitor Supervisor, all Home Care Providers will provide child-initiated and adult supported experiences. They will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment. Providers will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

Our Home Care Providers will be trained to be reflective caregivers who learn about children through listening, observation, documentation, and discussion with others, families in particular to understand children as unique individuals. They will observe and listen to learn how children make meaning through their



experiences in the world around them, and use this to have meaningful interactions, and engage children daily.

Actives

Children will experience indoor, and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child’s needs and parental direction.

Special Programs	Special Activities and Community Support
<p>The Agency is a member of the Home Child Care Association of Ontario (HCCAO), which is committed to the well-being of children and has a strong interest in contributing to the dialogue about how child care programs for children are organized, delivered and regulated throughout the province. Off Resources/conferences for Agency and their Provider</p>	<ul style="list-style-type: none"> •The Agency holds annual BBQ social giving parents and and meet and socialize with others of HopeForYou. Lot of activities for children including those children in the community. •We host an annual Clients’ and Providers Appreciation Gala •In December, the children have their Christmas Presentation for parents’ enjoyment, Gift Exchange and fun. We donate to a different organization yearly at Christmas to support families in need

Communication



Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through written and posted communication. Communication needs to come from all Home Care Providers, clients, and all the HopeForYou staffs.

Parents will be directed to resources outside of the Agency as needed, such as early year's services, speech therapists, support services, etc., this will be an important part of the Agency's initiative to further support all children and their families.

For Providers who offer Before/After School Service they will be encouraged to build strong relationships with principals, teachers and other school staff, as those are critical to the holistic development of the children and their family. The community as a vital resource and our Providers are encouraged to coordinate learning opportunities to engage the community in their learning programs - making learning reciprocal between us and the community.

The Agency will provide ongoing opportunities for Providers and other Agency staff to engage in discussion with others about pedagogy and practice, to support continuous professional learning. HopeForYou takes pride in our relationship with clients, Providers and all others member in our organization. Providers will build an atmosphere of trust, honesty and respect in the work environment; thus, providing a safe, secure, healthy and inviting atmosphere for all children and their families, building and maintaining healthy professional relationships that encourage growth.

Before and After school day program for 4-5-year-old and 6-12 year old is a part of services offered to



provide children and families with extended care suiting to their family needs. At this age, children are challenges and are given the opportunities to help plan their activities all while building self-esteem, confidence and leadership - while discovering their talents through social, emotional, physical and cognitive play.

Provider's Responsibility to Provide:

Provider will provide the children with an equal and inclusive learning opportunity. Our curriculum is geared to reflect the community around us as well as inclusion and equality. Provider provides developmentally and age appropriate learning activities for the children to explore and manipulate. Providers use a combination of open ended play based materials along with teacher facilitated practices. For the children to take their learning to the next stage of development our Provider play a role by observing and listening to the children carefully to determine what that child's capabilities are at that moment or during the time they are engaged. This will allow Providers to enhance the child's exploration, play and inquiry by adding materials, words, questions and by participating in their experiences. During the children's play and engagement inside and outside of the daycare, the Provider will be observing the children. They will be observing what they are doing and what they are saying.

- The Provider will observe and document daily activities and behavior of the children.
- The Provider document their observations in the children's documentation files which include observation books, photo documentation and art documentation.



- Create environments that allow children to explore and learn independently.
- Adapt the program and materials to ensure that all children are able to engage in play on their own and with peers.
- Support children's learning through positive interactions.
- Work with external partners (example: community resources) to ensure the program meets the needs of all children.

Document and Review the Impact of the Strategies Set out in the Above Clauses on the Children and Their Families

HopeForYou understands that pedagogical documentation is a way for our Providers to learn about how the children think, learn, and develop. Our Providers daily observations of the children in the program are used for information for future planning. Documentation is a way to value children's experiences and help them reflect on those experiences. It is an opportunity to make children's learning and understanding of the world visible to themselves and other children, to their families and the Providers. It is a reflection on developmental growth and a process for providers to co-plan with children about their learning. It is a dialogue with families about the children's ongoing learning experiences. Documentation can also be a self-reflection opportunity for staff as they participate in continuous learning. We encourage families to provide the centre with informal feedback on an ongoing basis and give families the opportunities to review their children's progress throughout the year. Our Agency is continuously growing in numbers; new children, families, providers and staff; therefore, as we grow our program statement will be reviewed annually by the director, staff and providers to ensure that we are diligently improving our program to best meet the needs



of the families within our centre. through observations in the programs. The approaches set out in the program statement will be implemented on an on-going basis during the operation of the program.

Evaluation:

The Program Statement will be reviewed and Signed- Off by all Providers, staff and students/volunteer prior to commencing employment and placement with HopeForYou. It will be reviewed annually thereafter and any time there is a change made in the document. A copy will be kept in their staff file. Copies of the Program Statement and Parent Handbook are provided to all families at the time of enrollment and when any changes are made. As well as to any parents considering whether to enter into an agreement with HopeForYou.

References

How Does Learning Happen?

Ontario's Pedagogy for the Early Years

The Extended Day Program; Ministry of Education,
Ontario

Think, Feel, Act: Lessons from Research About Young
Children



Parent Issues and Concerns Policy and Procedures

Name of Home Child Care Agency: HOPEFORYOU INC.

Date Policy and Procedures Established: October 11, 2017

Date Policy and Procedures Updated: October 12, 2017

Purpose

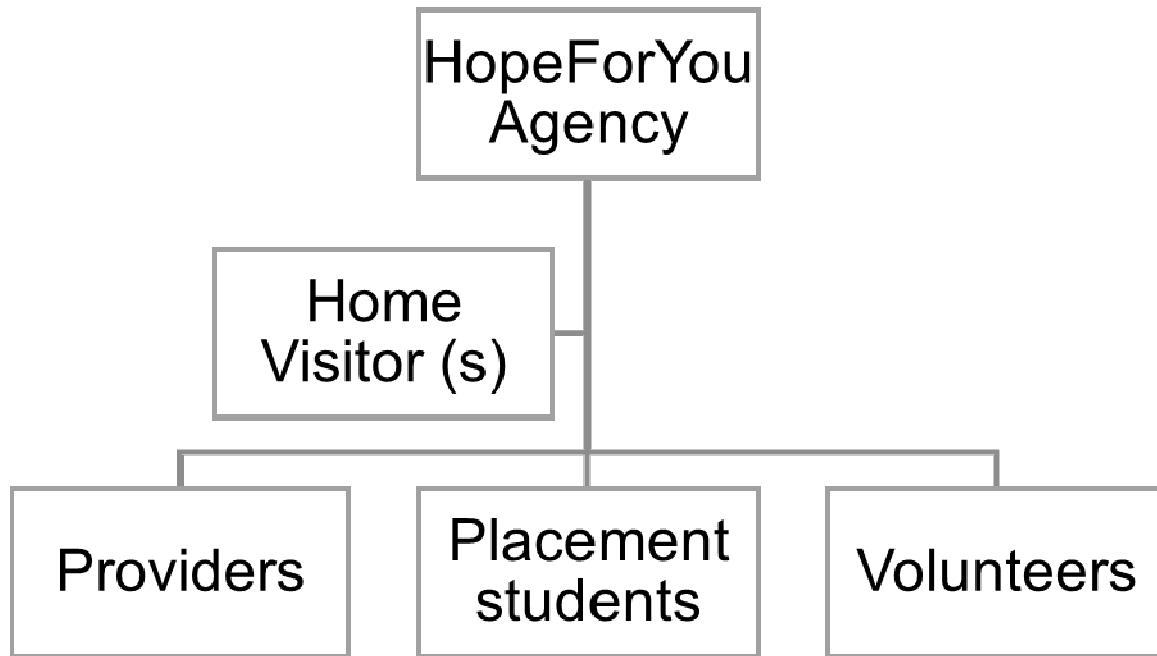
At HopeForYou, our main focus is on our clients' and their children's best interest. Therefore, the purpose of this policy is to provide a transparent process for parents/guardians, the home child care agency licensee, Providers and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each home child care agency it operates (i.e. the operator).

Home Child Care Provider: The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. home visitor).



Policy

General

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our home visitors are available to engage parents/guardians in conversations and support a positive experience during every interaction.



All issues and concerns raised by parents/guardians are taken seriously by HopeForYou and all their Home Care Providers and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, home child care provider and/or staff feel uncomfortable, threatened,



abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensa/id/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly or - the home visitor and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 1 business days.
<p>General, Agency- or Operations-Related</p> <p>E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home visitor or licensee. 	<p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>Provider-, Staff-and/or Licensee-Related</p> <p>E.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Related to Other Persons at the Home Premises</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly or - the home visitor and/or licensee <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student or - the home visitor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to</p>	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	the agency head office as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to **Ministry of Education's Child Care Quality Assurance and Licensing Branch 77 Wellesley St. West, Box 980, Toronto. Ontario. M7A1N3. They may also contact LICENSED CHILD CARE: For questions or complaints regarding a licensed child care, please email childcare_ontario@Ontario.ca or call 1-877-510-5333**

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 must be reported to the.

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

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

HopeForYou Agency Director: Phiona Durrant 905-505-4673 or Phiona@hopeforyou.ca

Agency Home Visitor (s) 905-228-2008

HCCAO (Home Child Care Association of Ontario) - member # 41640606

York Region CAS 24 hours a day, 7 days a week.

Telephone: (905) 895-2318 or 1-800-718-3850



Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each home child care agency it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Supervision Policy (Volunteers, Participating Parents and Students)

Purpose:

HopeForYou, parents-volunteer, or volunteer students play an important role in supporting home child care providers in the daily operation of licensed home child care programs. However, this provision still requires that a home child care provider must always be present with children to respond in case of an emergency home childcare. No volunteer is permitted to be alone with any child who receives child care at the child home child care premises or even a care centre.

the roles and responsibilities of Providers (section A)

provide volunteers with a detail orientation regarding their roles and responsibilities about their code of ethical behaviour (College of ECE code of ethics and Standards of Practice) prior to working with children and ensure that they are met consistently. Volunteers, participating parents, and placement students will be made aware of all applicable policies and procedures in the organization including but not limited to:

- The Behavior Management and Self-Regulation policy
- Emergency policies and procedures/Fire Evacuation
- Anaphylaxis policy and procedure & Medication policy
- Serious Occurrence policy

- Supervision of Volunteers and Students
- Vulnerable Sector Check
- Sanitary Practices
- Sleep Supervision
- Program Statement Implementation policy
- Staff Training and Development
- Process for Monitoring Compliance and Contraventions
- Confidentiality policy

roles and responsibility of Agency

- home child care visitors and employees of the home child care agency, implemented and monitored for compliance and contraventions in accordance
- The policies and procedures relating to supervision of students and volunteers must be reviewed with home child care providers, volunteers and students,
- Provide on-going and frequent training, workshop, newsletter to keep everyone abreast regarding Ministry Mandates etc.
- Address and make decision regarding misconduct with all volunteers

roles and responsibilities of volunteers and students.

- Every volunteer and student is supervised by a home child care provider at all times;

- volunteers give freely of their time and are not rewarded through monetary or gift. In return for a volunteer's valuable time, the HopeForYou Agency will provide ongoing training in their specialty area, annual recognition and support;
- no volunteer or student is permitted to be alone with any child;
- to review, study and adhere to all policies and procedures as training and instructed by Home Care Provider as per (section A)
- Carryout assigned task given by the Provider's Home Care or at the Agency' office.
- All volunteers, participating parents, and placement students are required to read all applicable memos and relevant updates. All volunteers over the age of 18 years having direct contact with children will complete a vulnerable sector check. This includes parents wanting to help-out in the program or volunteer, outings etc.
- Student Placements-Students, prior to their placement in the childcare must verify they have a satisfactory criminal reference check.

HopeForYou Volunteer/Student Checklist

The following information must be included in the volunteer/student package prior to placement/volunteering. All information must be returned to the Agency Head office.

Completed HopeForYou Application Form signed by the applicant
Documented references
Credentials, certifications
Proof of Immunization

Confidentiality–All volunteers, participating parents, and placement students must sign a Confidentiality Agreement.

All volunteers, participating parent and placement students are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while at HopeForYou Agency or Home Care Provider's Premises, involving staff, clients, or other volunteers and students

Misconduct :

Field placements and volunteering give an opportunity to learn through experience. It allows volunteers and students to apply basic principles and techniques for guiding and nurturing young children. While on a placement, volunteers and students will be required to be on time each day, dressed appropriately and will be expected to follow the guidelines of the Ministry of Education and the agency (HFY). The home care Provider will contact the Agency / Home Visitor Supervisor regarding volunteers, participating parents, and placement students who fail to adhere policies and procedures HopeForYou believes in fairness and openness and where volunteers, participating parents and placement students can expect a commitment to resolving conflict and receiving supportive and constructive correction. If disciplinary action is required, the agency follows the same steps as its staff policies.

- ✓ Performance review
- ✓ Verbal warning
- ✓ Written warning

- ✓ Suspension
- ✓ Dismissal

Consent to Collection and Disclosure:

I understand that HopeForYou (HFY) will be collecting, creating, using and disclosing my personal information for the establishing and managing a volunteer relationship. I consent to the HFY doing so, and I also consent to the collection and use of my personal information to ensure the safety of HFY participants, for statistical purposes, and to inform me about HFY programs and services. I also consent to the use of any photographs which may be taken to be used by HFY in any local or national print or promotional production, material.

I, _____ have read, understood and had the opportunity to ask questions and here by agree to do the following. I agree to follow all Agency (HFY) rules, policies and procedures, including health and safety, behaviour management and confidentiality. I agree to work reliably to the best of my ability, and to give as much notice as possible whenever I cannot work when expected.

Medication and Medication Administration Policy

Administration of drugs & medications Procedure:

- Home child care providers should check that the parent's written instructions match any instructions printed on the original container and that the medication is not expired. In addition, confirming that the two sets of instructions match will prevent any confusion as to which instructions should be followed and so that the medication is administered correctly.
- if medication has been missed, record the omission and the reason on the administration record. Do not double dose. Notify the Home Visitor and the parent immediately - if need contact poison control from you EMERGENCY CONTACT Reference Sheet.
- During the admission process parents are inform by both the Agency Director and again by their provider of medication policy.
- If medication is to be administered on an "as needed" basis, the written instructions must clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting or the child's temperature. Simply indicating "as needed" or "as required" will not suffice.
- Home child care providers giving the medication should list each dose administered and the time. If a dose is omitted or late, reasons must be listed. Drugs and medications requiring refrigeration must be inaccessible to children always.

- drug or medication is administered to a child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labelled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.
- Non-prescription medications must be accompanied by a Doctor's note, signed by the Doctor, include the above information and the specific amount of time.
- Provider must administer and store medication exactly according to instruction on the label. The medication must be in a locked container, inaccessible to children always to prevent accidental ingestion.

Emergency Medication (asthma puffers, etc.) must be readily accessible, travel with the child include the above information, and inaccessible to the children.

Self Administration for older Children

If a child self-administers a medication (e.g., puffers or epinephrine), Providers are required to keep a record of the self-administration, the time on a medication form and it must also be noted it in the daily written record. Provider must ensure they receive parental written authorization; and that administration is from a clearly labelled original container. Even when self-administration of medication is permitted

all Home child care providers must still complete the medication administration form when the child has self-administered any emergency medication.

- Whenever possible, parents should be encouraged to administer medication to their children at home, if this can be done without affecting the treatment schedule.
- However, if medication must be administered while receiving child care, the Provide will create a clear schedule to coordinate drug administration, if possible as per instructions on label, to children who may be able to take their medication at the same time.
- The authorization of parents will be obtained and signed for before the administration of any medication. Parents will provide the medication.
- Left over medication or surplus of medication should be returned in the original container to a parent of the child or safely discarded.
- Parents will give a schedule of the amounts and times of the medication to be given

Record Keeping

- Any accidental administration of medication (e.g., medication administered to the wrong child or error in dosage given) should be recorded and reported to the home visitor, who should then notify a parent of the child.
- If adverse symptoms are evident upon accidental administration of medication, home child care providers should call local Emergency Medical Services.
- For each child receiving medication, an entry must be made on a medication administration form and noted in the daily written record.
- Even when self-administration of medication is permitted all Home child care providers must still complete the medication administration form when the child has self-administered any emergency medication.
- if medication has been missed, record the omission and the reason on the administration record.

More on Medication Administration Policy and Procedures

1. It is preferable to remove a child from the activity area to administer medication, in a bright, quiet environment with the least interruption possible

The following procedures must be followed:

1. Review the signed parent medication authorization form.
2. take the appropriate medication from the locked medication box (stored in fridge if refrigeration is required)
3. compare the label of the medication to the authorization form to verify all information (must be prescription medication only.)
4. Prepare the correct amount of medication for the required dose. Pour the medication away from the label so that the label remains readable.

5. Administer the prepared medication dose to the child
6. Replace the cap and return the medication to the locked box.
7. Document the medication given on the Medication Administration record including the dose given, the time given and the signature.

Prescription Medication Log / Consent From

Child's Name _____

Date _____

I give permission to my child care provider, _____,
to administer the following medication to my child. I will not hold my provider
liable in the event of reactions or complications arising from my child receiving
this medication.

I _____ confirm that the medication is in its original container as
supplied by a pharmacist or the original package and that the container or package.
OR that this is a Non-prescription medication with attached Doctor's note, signed by
the Doctor.

Parent Signature _____

Name of medication: _____

Reason for medication: _____

Start Date _____ Finish Date _____

Times for each dosage: _____ am or pm _____ am or pm

Amount per dose: _____

Administration/Dosage Log

DATE	TIME	DOSE	INITIAL	NOTES

Anaphylactic Policy

Definition of Anaphylactic:

Anaphylaxis is defined as a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The anaphylaxis policy is intended to help support the needs of a child with severe allergy and provide information on anaphylaxis and awareness to home care providers, parents, students/volunteer. Therefore, HopeForYou (HFY) is dedicated in ensuring that all adhere to this policy and to provide training to Providers, students/volunteer in order to protect the best interest of our children - prevention of anaphylaxis.

Strategy to reduce the Risk of Exposure:

- Children with extreme allergies that the school cannot accommodate will be asked to bring their own food from home.
- All cleaning supplies, medicines and other products that may be of danger and/or commonly produce allergic reactions will be stored away.
- Extra special supervision of anaphylactic children during eating (i.e. sitting opposite/next to his/her Home Care Provider.
- Foods with "May Contain" nut warnings will NOT be served
- All labels will be read by a Provider prior to serving

- Home Care Provider must read food ingredient label every time they purchase product.
- Home Care Provider will check playground/backyard, and monitored for insects such as wasps before taking children to play.
- Home Care Provider and children will wash hands before and after handling food.
- For the child/ren safety, Home Care Provider will encourage the children not to share food.
- All surfaces will be cleaned with a cleansing solution (water and germ destroyer approved by a Public Health) prior to and after preparing and serving foods.
- All cleaning supplies, medicines and other products that may be of danger and/or commonly produce allergic reactions will be stored away.
- Parents will be notified and asked to send an extra Epi-pen when going on field trips.
- Home Care Providers will take their cell phones on all outings.
- Consent by the child's physician is required for any child carrying their own Epi-pen.

Training

- As a part of the agency's agreement process with each Home care provider, and enrollment process for clients, everyone will be trained by the parent/guardian or physician of each child with anaphylaxis prior to enrollment.
- Home Care Providers and/or Home Visitor Supervisor will ensure they provide the handout of use training to the volunteers and/students. However, volunteers and students are not permitted to administer medication unless under extreme circumstances (e.g. the Provider is non-responsive).
- Training will include procedures to be followed if a child having an anaphylactic reaction, recognizing the signs and symptoms and administering medication.
- The Provider will conduct a check to confirm that child (ren) have their required medication with them before each doing things like, going to the park, field trips etc. Training log will be signed and dated by Providers, volunteers etc., confirming that they have received training'. The Home Visitor Supervisor will keep the signed training log to monitor on-going training.

Children with anaphylactic allergy who go to school, must the following:

- 1- The supervisor states whether there is an enrolled child with an anaphylactic allergy and explains the emergency procedure to be followed if the child has an anaphylactic reaction.
- 2- HopeForYou and/or Home Care Provider states that the anaphylactic policy is reviewed with parents prior to enrollment of their child at the school.
- 3- The school will ensure that no products that commonly produce allergic reactions will be held.
- 4- If certain food produces allergic reaction. It will be avoided on the menu and in materials/foods that may be used for craft and sensory programming, depending on the allergies of the children attending the centre.
- 5- The list will be revised as necessary depending on the life-threatening allergies of the children enrolled.

Communication plan for the Dissemination of Information:

Upon commencement of involvement with HopeForYou Agency, Home Care Provider, parents, students, volunteers will be given general information on life-threatening allergies, including anaphylactic.

- Signs will be posted throughout the Agency and Home Care Provider's home to advise parents, school, students, and volunteers that there are children attending the school who are at risk for potential life-threatening allergies and the foods and causative agents to be avoided.
- The Home Visitor Supervisor will ensure that during monthly visits with Home Care Provider's and in-depth discussion will be held to review the strategies intended to reduce the risk of exposure to life-threatening allergies. Also, parents will be asked to review their medical forms quarterly, as things changes, or as frequent as need) to ensure all information is current and accurate.
- Home Care Provider's will post a list of all known allergies in the kitchen, eating areas, and the children (Infant, Toddler's and Pre-School) Rooms.
- As a part of our on-going training Home Visitor /Supervisor will provide the Home-Care-Providers with insightful hand-outs of all allergies and symptoms that includes any medication that needs to be given.
- Parents will complete medical forms, which include information about their child's medical condition, including whether children are at risk of anaphylaxis.

- Parents will be informed by newsletter/handout of all allergies at their Home Care Provider's premises.
- Parents with children who are anaphylaxis will provide an individual plan for their child prior to enrollment.

-Individual plan:

-Emergency procedure:

The parents/guardian and physician of an enrolled child with an anaphylactic allergy are required to provide input on the child's individual plan, including the emergency procedure that includes;

- Description of the child's allergies
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy
- Action to be taken by the Provider or child's school if the child has an anaphylactic reaction
- Parent or guardian consent that allows the Home-Care Provider to administer the allergy medication if their child has an anaphylactic reaction.
- Emergency contact information (parent/guardian/emergency services).

- Location of Epi-pen and back up Epi-pen
- Physician note to carry own Epi-pen

HFY and the individual Home Care Provider will review the child's individual plan upon admittance into any program and quarterly, including the emergency procedure to be followed if the child has an anaphylactic reaction.

Parents are to advise their Provider if their child develops an allergy and requires medication, of any change to the child's individual plan or treatment or if their child has outgrown an allergy and no longer require medication. Individual Plans will be revised yearly as directed by the parent of physician.

Emergency Protocol:

- stays with the child constantly
- Call 911. Have the child transported to hospital even if Symptoms have subsided. Symptoms may occur hours after exposure to allergen.
- Contact Parents/Emergency contact, and the Agency / Home Visitor Supervisor
- Follow emergency procedures as outlined in child's individual plan (i.e. Administer epinephrine at first sign of reaction)
- Administered Epi-pen is to accompany child to hospital/.
- Administered Epi-pen is to be given to hospital employee or child's parent for disposal.

Other Helpful information (www.eworkshop.on.ca/edu/anaphylaxis)

Emergency response: Recognizing anaphylactic reactions

An anaphylactic reaction may not be immediately visible. During an anaphylactic reaction, **any** of these symptoms may appear. A good way to remember the symptoms is to think **F.A.S.T.**

Face

itching,
redness,
swelling of face
and tongue

Airway

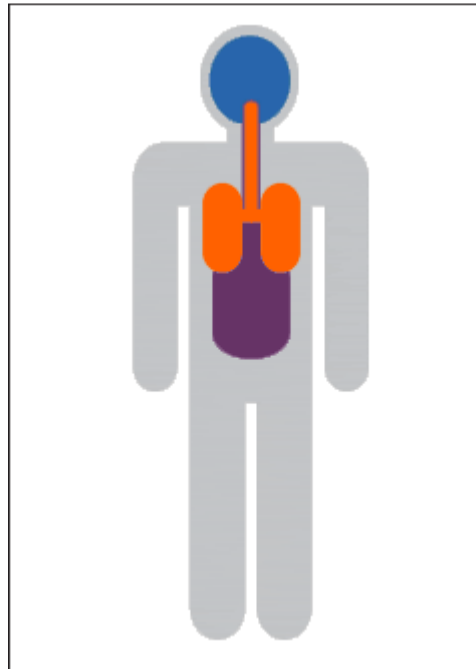
coughing,
trouble
breathing,
swallowing or
speaking

Stomach

stomach pain,
vomiting,
diarrhea

Total Body

hives, rash,
itching,
swelling
weakness.



paleness, sense
of doom,
dizziness, loss
of consciousness

Other Helpful information (www.eworkshop.on.ca/edu/anaphylaxis)

CAUSES FOR ANAPHYLACTIC REACTION

Anaphylaxis is a growing health concern. It is estimated that food allergy alone affects up to 4% of the total population and up to 6% of young children (based on U.S. data).

FOOD

Any food can cause anaphylaxis. Currently (2009) in Canada, the following nine foods account for more than 90% of all reactions:

- milk
- egg
- peanut
- tree nuts (almond, Brazil nut, cashew, macadamia nut, pecan, pine nut, pistachio, walnut, hazelnut)
- shellfish (e.g. scallops,

OTHER

- Insect stings (e.g. yellow jackets, hornets, wasps, honey bees)
- Medication
- Latex
- Immunotherapy ("allergy shots")
- Exercise (generally when combined with foods that may not otherwise cause a reaction)

clams, lobster, shrimp, etc.)

- fish
- soy
- sesame seed
- wheat



PLEASE CHECK

Sibling

New client

Referred By? -----

Transfer (relocating/ changing providers) _____ Current Provider

***Please contact us to confirm receipt of application**

FOR ADMINISTRATIVE USE ONLY

Application Rec'd date: _____

Contacted to Renew Yes ___ No ___

Date _____

Client Number for online tracking/status: _____

Childcare Wait-List - Application Form

*if apply for more than one child, please use separate forms (e.g. twins, sibling, school-age child and daycare child etc.).

When do you require care for your child? Year: _____ Month: _____

I am requesting **Full-time** Child Care? Yes, I am requesting **Part-time** Child Care? Yes

Special Request: _____

Child's Name: _____ D.O.B (or delivery date) _____

First Name Last Name Year/Month/Day

Home address: _____

Street Apt.# City Postal Code

Father (or legal guardian)

Name: _____ (____) _____ (____) _____

First Name Last Name Business # Home #

(____) _____ @ _____

Cell # E-mail address (please print)

Mother (or legal guardian)

Name: _____ (____) _____ (____) _____

First Name Last Name Business # Home #

(____) _____ @ _____

Cell # E-mail address (please print)

Signature: _____ Date: _____

Please email, mail or drop off this form to our office
info@hopeforyou.ca Address: 36 Ostick St. Aurora. ON. L4G7K



HopeForYou Waiting List Policy



...thanks for your patience!

During to an overwhelming need for our services we implemented a waiting list procedure to ensure that the admission process is fair and simple for our potential clients. Although our space is given on a first-come-first-serve basis, we work diligently to ensure that clients and parents are matched to the needs of each individual family. All clients' information is kept **CONFIDENTIAL** at all times and will be kept on our record for only 1 year – after which the client will need to inform us if they wish to be re-entered on the list.

Cost:

- There is **NO FEE** to be added to our waiting list and clients can request to be removed anytime.

Duration:

- Waiting period cannot exceed 90 days or 3 months consistently.
- Once a suitable space is available the admission process can take 1 – 2 weeks.

The Process:

- Potential clients would visit our website to print a copy of our free, waiting-list application for submission
- Admission will be on a first come first serve basis.
- Client is required to contact the agency to confirm receipt of application
- For client privacy, each applicant will receive an ID number to view their application status on our website.
- An email will be sent to the applicant, once there is a change on their child's status