
Prescott and Russell Licensed Home Child



Prescott 
Russell

Dear Parent(s),

It is with great pleasure that we welcome you and your child(ren) in our Child Care Services Network.

We realize that you are leaving what is most precious to you in our care and that is why we do our best to offer an environment similar to your home surroundings with the added bonus of other children of the same age.

In a safe, stimulating and warm environment and using various activities, a devoted and responsible adult will care for and enrich your child's development. Different activities will be provided to enhance your child's physical, social, emotional and intellectual growth.

On behalf of the Child Care Agency and myself, I would like to welcome you and hope that your stay with us will be rewarding for your child.

Diane Laframboise
Child Care Supervisor

To contact the Home Day Care Agency, please dial 613-675-4642 or 1-800-667-9825 between 8:30 a.m. and 4:30 p.m. and between 8:00 a.m. and 4:00 p.m. during the summer.

**59 Court Street
P.O. Box 303
L'Orignal ON
K0B 1K0
Fax: 613-675-2519**

**676-A Main Street P.O. Box 306
Casselton ON
K0A 1M0
Fax: 613-764-3535**

Web Site: www.prescott-russell.on.ca

Policies and Procedures

The **Prescott and Russell Home Child Care Licensed Agency** offers a quality service that is affordable and accessible to all residents of the United Counties of Prescott and Russell. The Agency offers the support of its team of professionals to the parents and to the providers of home child care services. These caregivers, as child care professionals and small business owners, must adhere to the standards and regulations of the *Day Nurseries Act*, follow health and security standards and respect the number and age of children permitted in their home day care.

Program Development

A home day care must provide for a healthy and safe environment while respecting the children's emotional, physical and intellectual needs. Guiding the development of the child with emphasis on learning through play and age appropriate activities is a cooperative effort between the provider and the Agency. The program is re-evaluated regularly to reflect changes in the regulation and to incorporate new ideologies on early childhood education. Workshops and training are also organized and offered to caregivers.

Integration Services

The Prescott and Russell Child Care Services provide an Integration service for children who have special needs attending a licensed home day care. Integration counselors provide an appropriate individualized program and training/treatment plan specifically intended for that particular child.

Children may go into a home day care with unidentified special needs. If concerned with the child's development, the child care worker will refer the parent to the necessary resources.

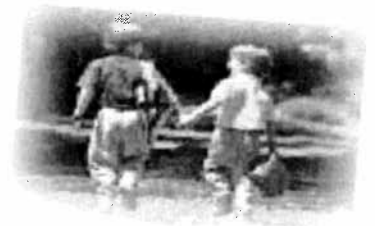
Admission Policy

Children's age group

The Agency accepts children ages six (6) weeks to ten (10) years old.

Hours and days of operation

Child care is provided full time and part time for periods not exceeding twenty-four (24) consecutive hours. Hours of care may vary from one home to the other but the Agency will attempt to meet your needs as to the number of days and hours needed. To ensure a space in a home day care, the Agency requires a minimum commitment of three (3) days of care per week.



Enrolment inquiry and waiting list

Parents who wish to have their child(ren) enrolled on a waiting list must send their application form to the main office. This form must be received at our office before the placement process of your child(ren) can begin. It is the parent's responsibility to inform the child care worker of all changes after enrolling the child on the waiting list.

Match visit

Once the application has been received by the Agency, the child care worker will contact the parent. She will recommend a home day care that meets your needs, close to your home, your workplace or your child's school. It is your responsibility to arrange introductory visits with providers to discuss your expectations, your child's habits and daily routine. Refer to page 15 for recommended questions and elements to observe during your visit with the child care provider.

Child's enrolment

Once you have entered into a verbal agreement with the provider, the child care worker will meet with you to discuss the Agency's rules and procedures. You must bring along a photocopy of your child's immunization record to this meeting.

The following documents will be signed during your meeting with the child care worker:

- A written agreement determining the hours of care;
- A Consent form for medical emergencies;
- A Match-visit form stating the policies and procedures of child care Agency;
- A billing explanation form
- An Eastern Ontario Health Unit form regarding your child's immunization record.

Parents are responsible and must notify the Agency of any change pertaining to the child's file (immunization, relocation, home phone number, status).

The Agency must be notified if a child's care is submitted to certain conditions (joint custody, court judgment, foster care etc.) and a copy of the agreement must be in the child's file. The provider must also be notified of these conditions.

Items provided by the parent

Children should wear clothing that is comfortable and appropriate for play. You must also provide warm clothing, since the children will play outside every day, if the weather permits.

***Here is a list of items that your child might need.
 All personal items must be clearly identified with the child's name. Parents
 are responsible for laundering clothing when necessary.**

For babies and toddlers wearing diapers	Spring and Fall · Rubber shoes · Rubber boots · Waterproof pants · Coat
Plastic diaper pad (for diaper change)	
Disposable diapers and wipes	
Zinc-based cream (if necessary)	
Two complete changes of clothing (sweater, pants, socks and underwear)	Summertime · Swimsuit · Towel · Sun hat/cap · Sunscreen · Insect repellent
Bottles and formula (if necessary)	
Comb or hairbrush	
A blanket	
For children 18 months and over	Wintertime · Warm coat · Snow pants · Two pairs of mittens · Two pairs of socks · Warm boots
One complete change of clothing (sweater, pants, socks and underwear)	
A sipping cup	
Comb or hairbrush	
One blanket	



Policy on arrival and pick-up time

Hours of care

The hours of care agreed upon by the parent, the provider and the Agency must be respected. Any change to the agreement requires a written notice of at least one week and must be authorized by the provider. Fees will be charged if this time frame is not respected.

Please note that the provider is not available before or after the hours stated in the agreement. If the need arises that you must arrive earlier or leave later than the stated hours of care you must call your provider to ensure that she is available. If you exceed your contract hours, additional fees will be charged.

Absenteeism or late arrival

To ensure your child's safety, we request that you report all absences or late arrivals to your provider. If your child is absent from the home day care and your provider has not been informed, she will contact you.

Persons to whom the child may be released

The parent or authorized person must inform the provider of any change in the arrival and departure time of the/their child(ren). The provider is not responsible for any child who walks from the home day care to school or to the bus stop.

The parent must provide a list of the persons allowed to pick up the child(ren) from the provider's home. The provider will not allow the child to leave her home with any other person than those stated in the Match Visit Agreement. The provider will ask for a valid photo ID if she has never met the person. The parent must contact the child care worker to modify this list if needed.

Nutrition

Providers offer well balanced meals and nutritious snacks (morning and afternoon) that meet the Canadian Food Guide requirements. **Menus are always posted.** Parents must provide baby food until the child is one (1) year old. Food containers must be labeled with the child's name.

When the child is one year old it is essential that all new foods be introduced at home. The parent must give the provider a list of foods not yet tried by the child. Once the child eats regular food and if he does not require a special diet, the provider will supply all the meals.



Breakfast

At the parent's request, breakfast may be served to the child if he/she arrives before 7:30 a.m. at a cost of \$3.50 per meal. If the provider agrees, the parent may bring the child's breakfast if the child arrives before 7:30 a.m. Healthy and easy to serve food is recommended.

Health policy Immunization

The regulation under the *Day Nurseries Act* stipulates that before admission, your child(ren) must be immunized as recommended by the local Medical Health Officer and according to the Immunization schedules of Ontario. Children with incomplete immunization records could face exclusion from the home day care.

It is the parent's responsibility to advise the Eastern Ontario Health Unit of each immunization received by their child. An updated copy of the immunization record must be given to the Agency as soon as possible.

Parents who wish to have an exemption can obtain a "*Statement of Conscience or Religious Belief*" form from the Child Care Agency, the Health Unit or a medical exemption form from their doctor.

Illness

As a general rule, all children in the home day care must be well enough to follow the provider's regular activity program. Parents must keep their child at home if he or she requires special care and attention from the provider.



The provider cannot care for a sick child. The parent must not bring a child to the home day care if one or several symptoms of poor health are present (fever, vomiting, contagious disease etc). The parent must advise the provider that the child is taking medication or has taken medication upon arrival at the home day care.

If your child becomes ill at the home day care, the provider will notify you promptly (within one hour) so that arrangements can be made to take your child home. The sick child will, if possible, be isolated from the other day care children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified.

The child care worker will give you a pamphlet describing the exclusion criteria of current illnesses, which will help you, decide when your child should stay at home. In order to minimize the spread of illnesses and maintain a healthy environment, everyone who attends the home day care must comply with the health policies.

When your child has a contagious disease (ex. measles, mumps, croup, chicken pox, rosella, pink eye, lice), consult the “Childcare exclusion list” or contact the Eastern Ontario Health Unit at 1-800-267-7120. The parent must inform the provider and the child care worker of any contagious disease. If necessary, the parent might have to submit a doctor’s certificate stating that the child is no longer contagious.

If the doctor prescribes antibiotics for your child, he can return to the home day care twenty-four (24) hours after starting the medication if there are no other symptoms and he can follow the provider’s daily routine.

Even though it can be difficult to find replacement care in case of illness, parents have the responsibility to do so.

Medication

*****No medication can be administered to a child without the parent’s written consent.**

The Agency allows providers to administer both prescription and non-prescription drugs according to provincial legislation. This requires that parents:

- Provide written authorization including the drug’s name, dosage, duration and the physician’s name.
- Provide medication in original container, clearly labeled with the child’s name, the name of the prescribed drug, dosage and direction for storage.

The prescription must be given to the provider upon the child’s arrival. The medication will be stored in a safe place or in the refrigerator if necessary. The provider can choose not to administer prescription drugs to a child.

Allergies

Parents must inform the Agency of **any allergies, special diet or food-related problems** upon enrolment. In the case of a special diet, parents will provide food to the provider.

Emergency Care Policy

Emergencies and serious occurrences

In case of a minor injury or a minor ailment (sprain, scratch, nose bleed etc.) the provider will administer first aid and take the next appropriate steps.

In case of a medical emergency, the provider will contact the parent and the emergency services. If the parents cannot be reached, the provider will tend to the child until the parent or other authorized person can take charge of the situation.

The incident must be reported to the Agency if medical treatment or hospitalization is needed. A serious occurrence report describing the incident and events must also be written and signed by the provider and the child care worker. Any and all incidents related to the children's health and safety within the home day care must be reported to the day care provincial authorities.

Temporary closure

Parents will be informed immediately if for any reason beyond the provider's control the day care is being temporarily closed (heating problems, flood, storm etc.).

Parents will be contacted by telephone to pick up their children if the closure happens during the day. Child care fees will not be charged if the home day care is temporarily unavailable.



Rules pertaining to outings

Children should be exposed to fresh air and sunlight daily. Upon signing the child care agreement the parent acknowledges that the provider may go on outings (park, playgroups etc.) as part of the daily programming. Parents will be notified in advance if a special outing is planned which requires the use of a vehicle and a consent form will be signed each time. The parent has the right to refuse that his child(ren) participate in the outing, however the parent must find replacement care for his child(ren) that day.



Child care fees and terms of payment

Daily rates (see page 17 for rate schedule)

The hours of care will determine the daily rate requested from parents. The fees carried to your account result directly from the codes indicated by your provider on her attendance sheet/invoice and according to your agreement. Before signing the attendance sheet, the parent must verify the codes and details on the provider's invoice. The Agency uses this document to calculate the parent's invoices.

Statutory holidays

Parents will not be charged for the following nine statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas and Boxing Day. If a statutory holiday is on a Saturday or Sunday, **the following Monday will be considered a holiday.**

Income tax receipt

Every year, following the audit, an official income tax receipt will be issued to the parent for the total amount received during the period of January 1st to December 31st of the previous year. It is important to inform the Agency of any change of address.

Absenteeism

Parents will benefit of annual absenteeism days (days without fees) if a child is sick or on holidays. The number of days allowed will be stated in the agreement. Once the number of days specified are used, the regular fee is automatically charged. These days are calculated annually from January 1st to December 31st and are not cumulative.

The allotted days will be determined according to the number of months of service used. Parents must give providers a minimum of two weeks' notice when leaving on holidays.

Child care not available

Parents must have a backup (someone they can call) in case the provider is not available (illness, holidays). When a provider is not available, the parent will not be charged for this particular day.

Method of payment

A security deposit of \$250.00 is required before the placement begins and will be refunded upon termination of service. After the service begins, you will receive an invoice. The balance due on your invoice must be paid upon reception. If payment is not received in full, a monthly interest rate of 1.25% will be charged. The payment can be made through Internet banking, credit card (Visa or MasterCard), Interac, pre-authorized payments, cheque or money order payable to the United Counties of Prescott and Russell. If a cheque is returned stating insufficient funds (NSF), an administrative fee of \$35.00 will be added to the account as per policy no. ADM #004. **If a second "NSF" cheque is received, the Agency will consequently accept payment by internet banking, credit card (Visa or MasterCard), Interac, pre-authorized payments, certified cheques, money orders or cash.**

If the balance due is not paid upon reception, a two week notice will be sent to parents to terminate the child care services agreement. **Furthermore, if your account is still past due it will be sent to a collection Agency**

Internet Banking Procedures		
BANK	CATEGORY	NAME OF THE COMPANY
National Bank of Canada	-	Comtés unis Prescott Russell
Caisse Populaire Desjardins	Divers	Comtés unis Prescott Russell
Scotia Bank	Public Services	Prescott and Russell
Bank of Montreal	-	Comtés unis Prescott Russell
Royal Bank	-	Comtés unis Prescott Russell
CIBC	-	Prescott Russell accounts receivable
Toronto Dominion	-	Comtés unis Prescott Russell

Child care subsidy

Depending on your family or financial situation you could be eligible for a full or partial child care subsidy for the home day care. After your assessment with the case worker, you might be asked to give a security deposit of \$125.00 unless otherwise mentioned by the case worker. The deposit must be received before the placement begins.

The **Prescott and Russell Child Care Services manages the centralized waiting list for subsidized spaces.** The subsidies are intended firstly for students, sole support parents and working parents.

If you need more information on subsidized spaces and/or if you wish to add your child's name to the centralized waiting list, contact a case worker at 613-675-4642 / 1-800-667-9825 at extension 6304.

Behavior management and parental involvement

Behavior management policy

Discipline is the process of guiding and teaching children to have acceptable behavior management policy encourages the use of positive methods and strictly prohibits other forms of practices such as: corporal punishment, use of harsh or degrading measures, confinement of a child and deprivation of basic needs. The behavior management policy must be read and signed by the provider, the back-up person and all other adults who regularly visit when children are present. This policy is reviewed yearly with all the adults concerned. Behavior improvement techniques are discussed at different training sessions and workshops as well.

The parent and the provider can share information about behavior management practices at the match visit.

Communication

It is only through parent/provider interaction that a goal of quality, nurturing care can be achieved. To provide the best possible care, providers must know the needs, wants, and concerns regarding your child. You should share information and address common concerns on a regular basis with the provider.

Complaints

In order to quickly find a solution to a problem, the Agency encourages parents to communicate their concerns to the provider as soon as they arise. The child care worker can be consulted to discuss child care arrangements and the child's welfare. The child care worker will evaluate the situation and take the necessary measures to accommodate the needs of the providers, the children and the parents.

Code of behavior

The Agency has developed a code of behavior to be respected to ensure a physically and emotionally safe environment for children, families and providers.

Code of Behavior

Each human being possesses rights and freedoms designed to ensure his protection and development. Children and adults will respect the personal rights of each other. Any form of physical, emotional or verbal aggression is unacceptable. No behavior of this nature whether it be child to child, child to adult, adult to child or adult to adult will be tolerated.

Breach of regulations

Anyone failing to comply with the standards of behavior will be given:

1. A verbal and written warning;
2. A notice of termination of the child care agreement.



Termination of care

Removal of the child by the parent

The parent must give a written two-week notice to the provider and the Agency when the child is withdrawn from the provider's care. Parents who do not observe this policy will be charged for a period of two weeks care.

Termination of care by the provider

The provider can terminate the child care agreement by giving a written two-week notice.

Termination of the agreement by the Prescott and Russell Child Care Services

The Agency reserves the right to terminate the agreement for service of care of a child. The decision to end the agreement may be made for one of the following reasons:

- Non compliance with the Agency's policies by the parents or child(ren);
- Non payment of child care fees;
- Contravention of the Code of Behavior (such as intimidation, verbal or physical abuse);
- Harassment towards a person or group by way of words, acts or repeated gestures, vexatious or abusive.

The intention of these policies is to ensure that all individuals are treated with respect and dignity. For the sake of the children's well being, it is essential that the providers and the parents have a positive and constructive relationship. The Agency reserves the

Questions you can ask when you visit the provider:

- Why did you choose to be a provider?
- What do you like most about your job?
- How long have you been a provider?
- How many vacations do you take during the year?
- How many children do you keep?
- What are your hours of opening and closure?
- Other than you, who may be present during the day?
- Are you a smoke free house?
- Do you have animals?
- Have you received any training in the field of early childhood?
- Have you received First Aid and CPR training?
- Do you participate in the Agency's workshops and training?
- Can you describe your daily routine with the children?
- Is it possible to have a copy of your menu and program?
- My child will have access to what room in the house?
- Is there an outdoor space enabling children to do activities?
- What do you do when children do not want to sleep?
- What is your method of discipline?
- Do you have references from parents who have used your service?
- Do you do outings with the children?
- Can I visit with my child before signing the agreement?

What to observe:

In the house:

- Well lighted
- Organized
- Clean and safe
- Good playing space
- Children's do-it-yourself posted in the entrance or the gaming room
- Appropriate toys for different age group

The provider

- Friendly
- Concerned
- Sweet
- Joyful
- Patient
- Well organized
- Well informed

Dossier des Absences / Absenteeism Record

Nom / Name:

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Janvier / January																																
Février / February																																
Mars / March																																
Avril / April																																
Mai / May																																
Juin / June																																
Juillet / July																																
Août / August																																
Septembre / September																																
Octobre / October																																
Novembre / November																																
Décembre / December																																

**CHILD CARE FEES
EFFECTIVE APRIL 1st 2010**

Code 1

Between 5 and 10 hours of care \$ 26.50

Out of province \$ 29.00

Including 1 meal and 2 snack

Code 2

Between 2 and 5 hours of care \$ 17.00

Out of province \$ 18.50

Including 1 meal and/or 2 snacks

Code 3

Extended hours of care 15 to 22 hours \$ 50.00

Out of province \$ 56.50

Including 3 meals and snacks

Code 4

Between 0 and 2 hours of care \$ 13.00

Out of province \$ 14.50

Including 1 snack

Code 5

Additional meals \$ 3.50

Out of province \$ 3.50

Code 6

1 additional hour of care \$ 4.50

Out of province \$ 4.50

TELEPHONE DIRECTORY

CHEO		613-737-7600
Hawkesbury General Hospital:		800-790-8870 613-632-1111
Poison Control Centre:		800-268-9017 416-813-5900
Tele House:		866-797-0000
Health Unit:	Casselman	613-764-2841
	Rockland	613-446-1400
	Hawkesbury	613-632-4355
	Cornwall	800-267-7120
Children's Aid:	Plantagenet	613-673-5148
	Casselman	613-764-0014
Ontario Provincial Police:		888-310-1122 613-632-2729
Early Years Centre:	Casselman	866-764-3434
	(Satellites):	613-764-3434
	Alexandria	613-525-3163
	Embrun	613-443-1614
	Hawkesbury	613-632-6959
	Rockland	613-446-7837
Home Child Care Agency:	L'Orignal	613-675-4642 800-667-9825
Child Care Subsidy:	L'Orignal	800-667-9825 613-675-4642 Ext. 6304

CHILD CARE SERVICES
L'Orignal Office
613-675-4642 / 800-667-9825

Supervisor	<u>EXTENSION</u>
Diane Laframboise	6300
Program Coordinator	
Marc Lamoureux	6306
Case Manager (Child Care Subsidy)	
Marc Desforges	6304
Home Child Care Worker	
Dominique Léger	6308
Ann Morris	6309
Paulette Levesque	6307
Integration Services	
France Contant	6303
Support Staff	
Colette Charbonneau / Accounts Payable	6302
Isabelle Myre / Accounts Receivable	6310
Josée Lalande / Accounts Payable	6305
Isabelle Péladeau / Data Entry Clerk	6301

EARLY YEARS CENTRE
Casselman Office
613-764-3434 / 866-764-3434

Supervisor	
Suzanne Boisclair	222
Early Childhood Educator	
Maryse Grégoire	227
Jean-Marc Michaud	229
Lise Lamoureux	221
Integration Services	
Roger Gosselin	225
Lucie Larochelle	223
Lyne Brabant	234
Support Staff	
Lynne Dupelle / Integration Clerk	233
Mary Ann Tisdall / Reception Clerk	221