



# Handbook for Parents and Guardians

*Offering Quality Licensed Home Child Care to Families in Kanata,  
Goulbourn and West Carleton since 1982*

*Member of the Home Child Care Association of Ontario*

*Member of the Licensed Home Child Care Network of Ottawa*

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*The agency of choice for accessible, quality, licensed care that meets the  
needs of the whole child. Caring is our business.*

Agency phone number:

**613-592-4636**

E-mail address:

info@communitychildcare.ca \_\_\_\_\_ *or* \_\_\_\_\_ office@communitychildcare.ca

Your child care provider is:

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Phone number:

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Address:

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Start date:

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# **Table of Contents**

Welcome to Community Child Care

Program Statement

The Placement Process

    Waitlist

    Your Child's First Days in Care

Partners in Care

    Parent Responsibility

    Provider Responsibility

    Agency / Advisor Responsibility

    Equipment

What to Do When...

    When your child is sick

    When your child has a life-threatening allergy (anaphylaxis)

    When you take holidays

    When your provider is not available

        Alternate Care

    When you have concerns

Off-Premise Activities

Water Activities

Guidance Practices

Equipment

Administration

    Payment

    Withdrawal

    Returning after a withdrawal

Policies

For more information



## **Welcome to Community Child Care of Ottawa**

Thank you for choosing Community Child Care. We hope you and your child will thrive in care with the new child care provider you have chosen. We believe that home-based child care in a family setting is the best option for most children, and we do our utmost to support our providers in offering quality care in a stimulating play-based learning environment. Our providers are well-prepared to nurture your children as they grow and learn.

Community Child Care was established in 1982 to provide licensed home child care in Kanata and outlying areas to children up to 13 years of age. Where possible we accommodate all children and their individual needs. Although most of our providers are available for a normal Monday to Friday schedule, a few can accommodate evening or weekend hours. Our agency is licensed by the Ministry of Education, and our carefully screened and monitored child care providers have chosen to be affiliated with us. Our providers are not our employees; they are self-employed, independent contractors who choose the hours they are available and the families they work with.

This handbook is meant to answer the most common questions parents have about starting and continuing in care with Community Child Care, and summarizes many of our policies. Parents are welcome to review the Agency's full policies at any time. Please call us at 613-592-4636 or visit our office in the Western Ottawa Community Resource Centre at 2 MacNeil Court, Kanata. Our office hours are from 8:30 a.m. to 4:30 p.m. from September to June; 8:00 a.m. to 4:00 p.m. in July and August.

We welcome parents to visit our offices at any time and to attend the activities we offer for the children.

Throughout this document "parent" should be understood to mean anyone who has lawful custody of a child or otherwise acts in place of a parent and is considered to be the child's guardian.

*Community Child Care of Ottawa acknowledges funding and support from  
the City of Ottawa and the Province of Ontario*

## Program Statement

At Community Child Care of Ottawa we believe that licensed home-based child care in a family setting is the best option for many children, and we do our utmost to ensure that our providers offer children quality care in a stimulating play-based learning environment.

Children are competent, capable, curious and rich in potential. The home child care setting promotes and enhances a child's social, emotional, physical and cognitive development. The small group environment allows children to follow their own interests and take part in child-led and provider-initiated activities as they play, enquire, read and explore the environment to satisfy their curiosity, and reach physical, emotional, social and cognitive milestones. Children are supported to develop self-regulation, rather than simply learning to be compliant. Providers guide the children in a positive manner, and never engage in prohibited practices outlined in the regulations and in agency policy.

Our providers incorporate structured and unstructured activities, indoors and outdoors, in their program. There is time for active and quiet play and rest time. Having a small group allows providers to respond to the individual needs and interests of each child and to take advantage of opportunities for exploration and learning in the neighbourhood. Providers plan their meals and snacks in accordance with Canada's Food Guide and discuss nutritional preferences and restrictions with parents. Providers take advantage of opportunities offered by community partners such as an EarlyON Child and Family Centre, playgroups, and libraries to supplement and enrich their program of activities for the children. The agency encourages providers to reflect on and document the impact of these activities on the children through photographs and learning stories shared with parents.

Ensuring that each child is in a safe, nurturing child care space appropriate to the child's own needs is a responsibility shared between parent, home child care provider and the agency. Every child and every daycare home is different. Not every home will suit every child. Not every child will fit into every provider's group. Agency advisors accompany families when they first meet potential providers to ensure that the information shared is complete and mutually understood, and that both parents and provider are confident that the daycare home and provider are appropriate for the child.

Respectful communication is the key to every successful placement. The agency encourages parents and providers to communicate directly on a daily basis, and the agency's home child care advisors are always available to assist. The agency encourages parents to engage with their child in activities at the daycare home when possible. Community Child Care welcomes parents to visit our offices at any time and to attend many of the activities we offer for providers and children.

The agency's home child care advisors make regular unannounced and announced visits to providers' homes to conduct safety inspections, support providers with ideas and resources, facilitate communication with parents, and when appropriate, assist parents in gaining access to additional supports for their children.

The agency offers professional development opportunities to providers and agency employees, including first aid, communities of practice and workshops, and notification about and access to conferences, workshops and courses offered by community partners and others. Our providers are familiar with the *Early Learning for Every Child Today* and

*How Does Learning Happen?* documents published by the Ministry of Education, and implement the ideas and strategies contained therein in their programs.



## The Placement Process

Community Child Care is happy to welcome full-fee paying families and those who receive fee assistance. We accept applications by e-mail, through our website, by telephone and from the city's Child Care Registry and Wait List (CCRAW). Most of our placements are for long-term care, but we are happy to accommodate short-term requests when we can.

**Waitlist:** Community Child Care does not maintain its own waitlist. Applications are generally dealt with on a first-come first-served basis depending on the spaces available, the requirements of the family, and the date care is to start.

The Agency encourages parents to register on the City of Ottawa's on-line Child Care Registry and Waitlist which will ensure that all programs you select will have access to your child's information. Families requiring fee assistance (subsidy) from the City of Ottawa *must* register on the list and submit all the required documents before the city can determine their eligibility for subsidy.

Within a few months of the date you require care to begin a staff member will call you to get more information about your needs so that we can determine whether we have an appropriate space for your child. How far you can travel to care, whether you need care on a bus route, the hours you require, whether you are comfortable with pets in the daycare home and other factors can determine whether any of our providers with open spaces could meet your needs.

A child care advisor will arrange introductory visit appointments during the working day and will meet you and your child(ren) at providers' homes. These visits allow for both parties to share information about the needs of the child and clarify the details of the care required. The agency believes it is important that this visit take place during the day when you can observe the interaction of the children in the group, the provider with the group, and your child's reaction to the group and the provider. Where possible, the agency will arrange introductory visits to more than one provider so you can be confident you are making the right choice for your family.

If one of the parents is unable to attend the initial visit, or if you want to visit again before you make your final choice, subsequent visits may be arranged directly between you and the provider. Once you have chosen a provider for your child, you may wish to visit again with your child or meet in the park to facilitate a smooth transition from home to daycare.

Trust starts with the sharing of information, views, goals and ideas in a way that feels safe and comfortable for both parties. Trust grows over time when you know that your mutual responsibilities will be met, that your views will be considered, and that information you share will be kept confidential.

### ***Your child's first days in care***

It is important for your child — and you — to be prepared for this new experience. Some children (and parents) require time to become comfortable and trusting in a new environment, and we often recommend a few days of integration visits, where you leave your child for a short time, rather than a full day.

Explain to your child that they will be staying at the child care provider's home to play, eat and rest while you work. Your child may want to bring a special toy or treasure for security. Make sure you say goodbye to your child when you leave, even if you expect them to fuss, and say when you will be back to pick them up. Young children may not be able to tell time, but they know when lunch is, and what “after your nap” means.

A few days of integration is plenty for most families. For example, you and your child visit for an hour or so the first day. The next day you leave your child for a few hours that include a meal time. Next you leave your child for several hours that include a meal and naptime. After that, your child stays in care for the day. Some families and children manage with a shorter integration, or even no integration. An integration period longer than a week is rarely necessary.

These early days are the time to begin to establish a good relationship with your provider. Tell her what you like about her care, and discuss respectfully anything that concerns you. Talk about the routines and expectations your child experiences at home. Dealing with issues early will help you establish and maintain a healthy relationship.

## **We are Partners in Care**

Parents, providers and the agency are partners who all have specific responsibilities to ensure the health, safety and well-being of the children in our daycare homes.

### ***Parent Responsibilities***

Complete the *Emergency Information* and the *Guardian Waiver and Consent* forms and other required paperwork before care begins, and notify the provider and the agency of **any change** of address or phone numbers or **any change** of the name and number of the person to contact in case of an emergency.

Provide the agency with a copy of your child's immunization record before starting care, and any updated immunizations your child may have, and notify the office of any updated health information. Notify the agency and discuss with your provider any changes in your child's health.

Inform the provider and the agency of any allergies, special dietary concerns or eating problems your child may have. If your child needs a special diet, you are responsible for supplying any special foods or drinks, labelled with their name.

Label all food and drink you or your child brings to a daycare home with your child's name. This requirement for labelling applies whether the food is to share, like a birthday cake, or just for your child, like a school lunch.

Complete and sign a medication authorization form if your child is to be given any drug, whether oral, topical or drops (including diaper cream, sunscreen, and insect repellent) while in care. You must supply the medication in the original container, and labelled with your child's name.

Inform the provider of any concerns you have about your child's development or behaviour so that the provider can observe and report to you about your child's progress. Discuss your concerns with a child care advisor who may be able to help you access appropriate services.

Supply blankets and bedding for rest time, at least one complete change of clothing, and a favourite toy for naptime if appropriate. For infants and toddlers supply a change pad, plenty of diapers, baby wipes, baby food and baby bottles (all labelled with your child's name), and written feeding instructions if your child is under one year of age.

Make sure your child is dressed appropriately for the weather and expect your child to spend time outdoors every day. If your child wears new or special clothing to care, pack a set of regular clothes in case the provider has planned some messy play activities.

Give the provider as much notice as possible if your child will not be attending for any reason.

Keep to the agreed upon hours. If your hours change, talk to your provider. If she can accommodate the new hours, inform your child care advisor so that your care agreement can be amended. If the provider is unable or unwilling to accommodate your new hours, the agency will attempt to find another provider for you.

Call the provider if you are going to be early or more than a few minutes late.

List people who are permitted to pick up your child on the *Emergency Information* form. To have someone not on the form pick up your child, give your provider prior authorization, preferably in writing, and alert the agency. The person must show the provider identification before your child will be released to his/her care. Add anyone authorized to pick up your child on an on-going basis to the Emergency Information form.

If you need care when your regular provider is not available, it is **your responsibility** to inform the agency, as soon as possible, so the agency can attempt to find an alternate provider for you.

Review, verify and sign attendance sheets as soon as possible after the end of each month.

Give a minimum of 10 clear working days notice to the provider and to the agency if you intend to withdraw your child(ren) from the agency

If you agree to have the provider transport your child by car it is **your responsibility**, in cooperation with the provider, to ensure that your child is always properly restrained in a correctly installed car seat or booster seat that meets Canadian Motor Vehicle Standards, that is appropriate for your child's age, weight and height, and that has not expired. **The agency does not encourage providers to transport children in the car and does not monitor the use of car seats and booster seats.**

### ***Provider Responsibilities***

Provide care best suited to each child's individual needs and offer appropriate developmental activities in consultation with the child's parents and child care advisors.

Implement and maintain all the requirements of the *Child Care and Early Years Act* and regulations, and those issued by the City of Ottawa, the Medical Officer of Health and Community Child Care of Ottawa.

Communicate daily with parents and report anything of significance to parents and advisors.

Follow Canada's Food Guide when providing morning snack, lunch and afternoon snack. The provider is not responsible for feeding the children breakfast or dinner, or providing lunch for children at school unless special arrangements are agreed upon. The provider will discuss nutritional and dietary concerns with you and will accommodate your wishes when possible. Providers are not responsible for providing special foods or beverages, e.g., soy milk, gluten-free products, etc.

Follow the parent's written instructions when feeding a child under one year of age.

Notify you and the agency as soon as possible if she is unavailable to provide care.

Consult with you and the child care advisor about any issues which may arise in connection with the children in her care.

Only give a child any medication according to complete written instructions from a parent. The medication must be in the original, properly labeled container.

Ask for identification from anyone picking up your child for the first time. No child will be released unless the provider has been notified by the parents, preferably in writing.

Notify the parent and the child care advisor if the children in care have been exposed to any communicable diseases, and report any significant signs of illness immediately to the parents and the child care advisor.

Discuss with parents and the child care advisor how they will promote the safety of the children around your pets. Supervise any pets whenever they interact with the children, or keep the pets in a crate or a restricted area of your home away from the children.

In the event that the provider must leave her home for an unforeseen emergency, she will ensure there is a capable adult (18 years or over) available to care for the children. A child must not be left in the care of a person who has not been approved as a replacement provider by Community Child Care of Ottawa except in an unforeseen emergency.

### ***Agency / Advisor Responsibilities***

Ensure compliance with of the *Child Care and Early Years Act* and regulations as outlined in the policies.

Ensure that all required forms are completed and at the provider's home prior to a child starting in care.

Visit the provider's home regularly. Visits may be announced or unannounced.

Conduct an unannounced safety inspection of the provider's premises every quarter of the year.

If possible, arrange alternate care for children when requested by parents and when available.

Supply information to providers and parents about child care, child development, guiding children's behaviour, suggestions for meals and activities, changes in legislation and other topics pertaining to child care.

Be available to consult with the provider and parents if issues arise with regard to a child's care and well being.

Be available to parents to discuss any concerns they may have about their child's development. Advisors can provide information to parents on services available to them if required, e.g., child assessment, counseling, etc.

Be available to both parents and providers for support in all aspects of the child care arrangement.

### ***Equipment***

Community Child Care offers an equipment and activity lending program to providers. Some providers have equipment of their own, and some parents choose to lend equipment and toys to providers. All equipment must comply with current federal and provincial safety standards, so providers do not use baby walkers, jumpers or water beds for example. Child care advisors check the equipment as part of the regular safety inspection.

## **What to Do When...**

### ***When your child is sick***

A child who is too sick to keep up with normal indoor and outdoor activities, is too sick to be in child care. The provider has to consider the needs of all the children in her care and she will be unable to meet those needs if one of the children is too ill to participate.

If your child becomes ill during the day, your provider will call you at work to describe the symptoms, and will probably ask you to pick up your child and to seek medical attention if warranted.

To protect your child, the other daycare children and the provider, keep your child home if they have any of the following symptoms:

- a fever of 38.4°C (101°F) or higher,
- diarrhoea,
- vomiting,
- an unexplained rash,
- symptoms of a contagious illness,
- severe cough or cold,
- eye infection,
- listlessness, or
- is simply not well enough to follow the usual daily routine.

If a doctor prescribes an antibiotic for your child (in any form, whether oral, topical, or drops, etc.) keep your child home until she/he has been taking the medication for at least 24 hours.

Your child may return to care when they have been clear of all symptoms of fever, diarrhoea and vomiting for at least 24 hours, and when severe cold symptoms are absent.

If your child needs medication, whether prescription or non-prescription, your provider cannot administer it unless she has your clear, specific, **written authorization**, and the medication is in its **original container**, labelled with your child's name, and not expired. For example, sunscreen, insect repellent, eye drops and diaper cream are all considered medications and the provider requires your written authorization before using them on your child.

Your provider has a supply of medication authorization forms for you to complete in the event your child needs medication.

### ***When your child has a life-threatening allergy (anaphylaxis)***

Community Child Care will enrol children with allergies and to the best of our ability will offer an environment that minimizes the risk of exposure to allergens. We realize, however, that the risk of accidental exposure can be reduced but not eliminated.

You must discuss your child's allergy with the child care advisor and potential providers to determine whether the risk can be safely managed. Community Child Care reserves the right to refuse to accept or to discharge a child with allergies if we believe we are unable to provide a safe environment or if you do not comply with the allergy policy.

If a child with anaphylaxis is admitted to our program you must provide an up-to-date *Allergy Information Sheet* signed by your child's physician and yourself, and that includes the medication dosage, administration instructions and a recent photograph of your child. You must discuss the information on the allergy sheet with the advisor and the provider.

You will give written consent to the agency to disclose to other parents in the program about your child's allergy and to allow the provider to post the child's allergy sheet in a prominent place in her home.

You will provide all necessary medications and EpiPens/auto-injectors and will replace them before they expire. Children will not be accepted into a provider's home without their medication or EpiPen/auto-injector.

### ***When your child has a medical condition or special need***

Community Child Care will enrol children with medical conditions or special needs and to the best of our ability will offer an environment that minimizes any risk to the child and is adapted as far as possible to the child's requirements. We realize, however that risks can be reduced but not eliminated and that a provider's home cannot be completely changed to accommodate one child. We encourage you to discuss your child's needs with your advisor and provider and work together to create the best possible child care environment for your child.

If a child with a medical condition or other special need is admitted to our program you must complete an individual medical plan for your child in consultation with any medical advisor you deem necessary, your child care advisor, and your child care provider. The plan should set out symptoms/behaviours/etc. to be alert to and the action the provider is to take.

You will provide any necessary medications and medication authorizations and will replace them before they expire. Children who require medication for their medical condition will not be accepted into care with out their medication.

### ***When you go on holiday or take a day off***

Let your provider know as soon as possible when you will not be bringing your child into care so that she can adjust her program of activities and meal plans. Your provider is paid for all days that you keep your child out of care.

Families receiving fee assistance are limited to 36 paid days away in a calendar year, calculated at a rate of 3 days per month (or other number determined by the City of Ottawa). These paid days away are for when your child is sick, on holiday, or for some other reason is away from care. It is your responsibility to keep track of the number of days they have used. If a child is away more than 36 days, the parent is responsible for paying the full fee to the city for any additional absent days.

### ***When your provider is not available***

There will be times when your provider is ill or is not able to care for your child because of appointments or family obligations. Your provider will give you as much notice as possible that she will be unavailable so that you can arrange care for your child. Some parents choose to look after their child themselves or have a family member take the

child. If you arrange your own care for your child, you may choose to have your provider paid for days when she is not available. If that is not an option, it is your responsibility to call the agency as soon as you can to ask for alternate care to be arranged. If your child goes to an alternate provider for care, the alternate provider will be paid.

The agency will do its best to find a space in another home, but we cannot guarantee that alternate care will be available. It is usually possible to find care for pre-school children, and for older children on school holidays, although the location may not be as convenient for you. It is more difficult to arrange alternate care for school-aged children on school days because busing cannot be arranged on short notice and there may not be a provider in your child's school area who is willing or able to walk your child to and from school. It is also difficult to arrange alternate care for very early, late or weekend care.

Everyone needs a holiday now and again, but providers have no paid holidays. The agency suggests that the provider and all the families in her care discuss holiday plans to see whether they could all take at least a week or two of holidays at the same time. Only when all the children in her care are on holiday at the same time can the provider have a paid holiday.

### ***When you have concerns***

If you have any concerns with your child care situation, we encourage you to discuss them with your provider. We also encourage providers to discuss any concerns they may have with you. If you and your provider do not seem to be able to resolve a situation, or if the concern is something you are not comfortable discussing directly, call your child care advisor who may be able to help.

The agency investigates parental and provider concerns and helps the parties reach an amicable resolution. When mediation with the child care advisor has not resolved the concern, the director, and if necessary the Board of Directors will continue to attempt to find a solution. On the rare occasion that an issue cannot be resolved, the family will usually be offered the opportunity to transfer to another of the agency's providers if an appropriate space is available.

Sometimes parents wonder whether their child is meeting child development milestones physically, cognitively, emotionally, socially, etc. Your child care advisor can help through their frequent observation of your child in the daycare environment interacting with other children and adults. Your advisor has extensive training and experience working with children and can discuss and recommend avenues for you to explore if other professional assessment and support may be required.



## Off-Premise Activities

Off- premise activities can add variety to a provider’s planned activities and program and provide a welcome change to the regular routine. Daily off-premise activities may include local outings such as trips to the library, playtime at the park and walks in the neighbourhood.

Occasionally a provider may plan an excursion outside the neighbourhood to a museum, farm, water park, etc., or may wish to have the children participate in a regularly scheduled activity such as homework club or storytime. When planning a field trip outside the immediate neighbourhood, or to any location where there may be bodies of water or to a public pool, your provider will contact you ahead of time to let you know about the destination, method of transportation, amount of time the group will be away from home and any extra supplies your child might need.

If you agree to have your child participate in the field trip, your provider will ask you to review and sign a *Field Trip and Water Activities Permission Form* before the field trip takes place. If you do not want your child to participate in the field trip, you may request alternate care for your child for the day.

The provider will also inform the agency of any excursions that may extend beyond City of Ottawa limits, will exceed 4 hours, or that involve water activities (other than local splash pads).

## Water Activities

Providers will ensure that children in their care do **NOT** have access to any standing bodies of water, including ponds, recreational in-ground or above-ground swimming pools, “kiddie” wading pools, or hydro-massage pools, hot tubs or spas on the premises of any private residence, including a provider’s own house, townhouse complex or apartment building. Splash pads, sprinklers, hoses or water tables, under close supervision of adults at all times, are safer alternatives for cooling and sensory water play.

If child care providers and parents decide to have children use public pools (e.g., for swimming lessons), the pool must be a regulated public pool where there is a qualified lifeguard(s) on duty at all times. The children must be accompanied and directly supervised by an adult (a person over 18 years of age) at all times, and the rules of the public pool are to be followed.

The provider will advise all parents at least several days in advance of any planned water activities field trip and will ask them to sign a *Field Trip and Water Activities* consent form if their child is to take part. Parents who do not wish their child to participate in a water activity field trip may request alternate care for the day.

## **Guidance Practices**

Children need limits that are appropriate for their age and stage of development, to help them to develop their ability to regulate their reactions, to understand what acceptable behaviour is, and to feel that they can rely on an adult for support in solving problems.

In the introductory visit, guidance practices are discussed between the parent(s), provider and child care advisor to encourage consistency and agreement of approach, and periodically as the child grows and develops. Providers guide children in a positive and consistent manner appropriate to the developmental level of the child.

### ***Preferred Practices***

When addressing a child, eye contact and physical proximity are critical. It is also important to remember that environment strongly influences behaviour. The agency expects our providers to use the following guidance practices:

- give clear verbal direction;
- explain expectations and possible consequences of actions;
- divert a child's attention by channelling the child's energy to another area;
- redirect to a more closely supervised activity;
- occasionally, when appropriate, ignore some inappropriate behaviour;
- reinforce desired behaviour in a positive manner both verbally and non-verbally;
- problem-solve and negotiate.

### ***Prohibited Practices***

The following are never permitted in any daycare home:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

During their visits to daycare homes child care advisors observe providers' guidance practices and ensure that they are meeting agency expectations. At least once every three

months the provider and advisor review the guidance practices policies, and annually the provider and any other adults in the home formally review and sign off on the policy. Any complaint with regard to a provider's guidance practices will be investigated and acted upon by Community Child Care.

### ***Supervision of Students and Volunteers and other Adults in the Home***

No child is ever to be supervised by a person under 18 years of age. There may be times when persons ordinarily resident in the home other than the agency provider have limited unsupervised access to the children while your child is in the home. The provider and agency child care advisor ensure that all adults in the home have a current Police Check for the Vulnerable Sector, understand and agree to abide by agency policies.

Your child care provider directly supervises all persons who interact with the children. **Except in an emergency**, children must never be left alone with someone who is not approved by the agency or does not have proper paperwork in place.

## **Administration**

### ***Payment***

When a provider is chosen and a start date established, a non-refundable deposit equal to two weeks of care is required to secure the space. Once care begins the deposit will be applied to the guardian's account. The deposit is waived if you receive fee assistance from the City of Ottawa.

Monthly payment is required in advance. The agency accepts payment by cheque, money order, cash or e-transfer. If you receive fee assistance (subsidy) from the city, your monthly parental contribution is determined by and payable in advance to the City of Ottawa.

Your child's attendance will be tracked by your provider on an attendance sheet which is the official record of a child's attendance. Please verify and sign the provider's attendance sheet at the end of every month. Your signature indicates your approval for provider payment.

Payment is required for all days your child is scheduled to be in care as well as all statutory holidays that fall on a day your child would usually be in care:

New Year's Day,	Ontario August Civic Holiday,
Family Day,	Labour Day,
Good Friday,	Thanksgiving,
Easter Monday,	Christmas Day, and
Victoria Day,	Boxing Day.
Canada Day,	

Child care providers are not required to provide care on statutory holidays. Please contact the agency if you are scheduled to work on a statutory holiday and require care and we may be able to arrange it for you with your own or an alternate provider.

You will be billed for all scheduled days that care is available for your child. If your provider is not available and you require care, the agency will attempt to arrange alternate

care and the alternate provider will be paid. The agency cannot guarantee that alternate care will be available. If the agency cannot offer you alternate care and you are not receiving fee assistance (subsidy) from the City of Ottawa, you will not be billed for the day. If your provider is not available and you do not use alternate care, you may choose to have your provider paid for your child's time away.

If you receive fee assistance (subsidy) from the city, your monthly parental contribution is determined by the City of Ottawa. The city may (or may not) prorate your monthly fee in the first and last months of care if you start or leave mid-month. In all other months the full monthly amount is payable regardless of the number of days your child is in care. You are responsible for notifying the subsidy office of any change of address and telephone number and if your personal circumstances change. When fee assistance is terminated by the city, you are responsible to pay the full fee if care is to continue.

Community Child Care of Ottawa reserves the right to discontinue child care when an account is in arrears unless alternative payment arrangements have been made. You will be billed for any bank charges relating to cheques returned for insufficient funds (NSF cheques).

### ***Privately-Placed Children***

Our providers are welcome to care for privately-placed children as well as children placed through the agency. The provider and the agency require much the same information from private parents as they do from agency parents: immunization records, contact information for parents, information about a child's special needs, allergies, etc. The agency supports the provider in her care of all the children, not just those placed through the agency. However, the agency has no ongoing relationship with the parents of privately-placed children and is not involved in the fees charged.

For privately-placed children the provider or parents provide any necessary equipment and supplies. The agency has a responsibility to periodically check *all* equipment to ensure that it is safe for the use of children. Any equipment deemed unsafe must be removed from the provider's home and replaced with safe equipment. There are many instances where equipment is not useable in a child care home. Just a few examples are:

- a hole in the mesh of a playpen is a hazard for a child
- a stroller with broken harness clips must not be used
- a highchair with a sharp edge could harm a child
- anything that is dirty and unsanitary is unsafe.

Through visits to the home and regular safety inspections the child care advisor becomes familiar with all the children in a provider's care. Should the parents of a privately-placed child have any concerns about their provider or would like help in identifying services for their family, the agency will welcome their calls.

### ***Withdrawal***

Your provider and the agency require a minimum of 10 full business days' notice, or payment in lieu of notice, of your intention to withdraw your child from care. We appreciate it when you can give more than 10 days' notice so that we can help other families who are waiting for a space to become available.

### ***Returning after a withdrawal***

We are happy to welcome returning families back to the agency, and if requested, will try to arrange care with the same provider.

We spend considerable time and effort in recruiting, screening and supporting our providers so they can offer quality, nurturing, safe care in their homes. Our providers sign an agreement that states that they will not provide care through a private arrangement for children placed through the agency **for a period of 18 months** following the termination of the child's care with the agency. Thank you for your cooperation.

### ***Policies***

This handbook summarizes many of the agency's policies and procedures. The full versions of all policies are available on request, or may be reviewed at any time at the agency's office.

## **For More Information**

**Community Child Care of Ottawa**

**613-592-4636**

[info@communitychildcare.ca](mailto:info@communitychildcare.ca)

[www.communitychildcare.ca](http://www.communitychildcare.ca)

<http://ottawa.ca/en/residents/social-services/daycare/daycare-services>

<https://www.edu.gov.on.ca/childcare/>

<http://www.ontario.ca/document/child-care-rules-child-care-and-early-years-act>

<http://www.edu.gov.on.ca/childcare/>

<http://www.lhccno.ca/index-en.html>

[www.hccao.com](http://www.hccao.com)



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