



# Little Leaders

LICENSED HOME CHILD CARE AGENCY

## PARENT HANDBOOK

Little Leaders Licensed Home Child Care Agency  
Head office: 14 – 1253 Silvan Forest Drive, Burlington ON, L7M 0B7  
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Serving Halton, Peel, & Hamilton since 1999

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## PROGRAM STATEMENT

### Building Blocks - How Does Learning Happen?

Little Leaders Home Child Care Agency follows “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” as the guiding document under the Child Care and Early Years Act, 2014.

Our vision for the early years, is that all children have the required means to learn, grow, and excel, in a way that works with their unique needs. Little Leaders program is built on the concrete beliefs that children are competent, capable of complex thinking, curious and rich in potential. With this in mind, we provide children with the ability to learn in a way that will most benefit their personal growth. Furthermore, with each interaction, our providers are mindful of the four foundational conditions essential for children’s growth: Belonging, Well-Being, Engagement, and Expression. Children should experience these four foundations daily regardless of age, ability, culture, language, geography, or setting.

### HOW DOES LEARNING HAPPEN?

Little Leaders utilizes a play-based learning approach to create the best setting for early years development. Learning happens when children are provided with proper materials, an appropriate environment, and strong support for each child’s individual needs. Gentle guidance and a loving hand from child care providers will reinforce their safety, while maintaining a degree of flexibility in the program, to provide children with the freedom to learn in a way that is most fitting for them. Our child care provider’s teachings step outside of regular “classroom style” and instead support children with an environment that is designed for exploration and early-years self-teaching. This learning happens independently regardless of age, skill level, or varying abilities. The child will demonstrate to the provider how much support they need to optimize their development and learning experience, at a pace that best suits their unique skills.

### THE ENVIRONMENT AS A THIRD TEACHER

Little Leaders believes that children, rich in potential, will learn in ways that step outside of our teaching abilities. While circle time, crafts, language, literacy, numeracy, science, technology, outdoor exploration and other components of structured programming provide a wonderful foundation, the flexibility remains that allows children to participate in said activities, or learn in an independent fashion, depending on how they see fit on a day to day basis. With the notion in mind that children are competent, capable of complex thinking, curious, and rich in potential, we understand that each child’s intuitive goal is to acquire as much information as they can during crucial early years and we can support them with an interactive environment. Our child care homes are set up so that materials for play (and in turn learning) are accessible to them at their reach. Other materials which may be left out of reach are rotated into an “available materials” area so that children are continually presented with new learning opportunities. The environment acts as a third teacher, giving children the freedom and independence to teach themselves by exploring their intentionally constructed environment.

### FOUR FOUNDATIONS OF GROWTH

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who **expresses** himself or herself in many ways.

Our child care providers instill these 4 foundations into each day, giving every child a strong base of support to foster a healthy learning environment. These are conditions that children naturally seek for themselves. Providers are encouraged to record these interactions daily through the use of Little Leaders Journaling.

## **Aspects Of A Strong Child Care System**

### **RELATIONSHIP WITH PARENTS**

Little Leaders' philosophy on child care is that it should assist the family in raising their child. We believe that child care should be an extension of and/or stimulator to the learning and development that the child receives at home. A seamless transition between the home experience and the child care experience will enhance the opportunity for development. Effective communication between the parent and the child care provider is the key to success. The long-term goal is a healthy relationship between the child and their adult-world.

Providers are encouraged to maintain an open line of communication with parents through proper journaling, posting menu plans and daily activities, and sharing about the child's day with parents each morning and afternoon. Furthermore, parents understand that at any point they are welcome to call Little Leaders representatives to discuss developmental and professional learning activities in which their child care provider is currently engaged. Parents have been informed about the Quality First program in which Little Leaders providers are active participants.

### **HEALTHY BODIES**

A child's awareness of their own body with respect to fitness, nutrition and safety are the platform for a healthy lifestyle. This includes appreciating diversity between children with respect to age, culture, and varying abilities. A child's day must be a balance between active play and restful activity, both indoors and outside. Active play allows children to develop coordination, test their limits, and build strength. Restful activity allows the body time to revitalize. During the infant, toddler, and preschool stage, restful activity must consist of napping. School age children may engage in restful activity that includes listening to music, reading books, or participating in story telling. TV is not accepted as a form of "rest".

### **HEALTHY MINDS**

Mental stimulation is absolutely essential to a child's learning and development. It is an ongoing process throughout all the child's activities in a day, whether active or restful. We encourage the introduction of general concepts/themes to the children which then allows their natural curiosities to expand on the learning experience. By offering them opportunities to explore and inquire, they will learn about themselves as well as the world around them, and how the two co-exist compatibly.

### **INTERACTION WITH THEIR WORLD**

Interaction between a child and people, places and things is a key to a child's overall realization of how they fit into our world, creating a sense of purpose and self-respect. Community interaction is the key to linking a child's learning to the world around them. Engagement with the community, and exploration into support systems outside the four walls of a home should be reinforced with children. A child will learn how their world impacts them and ultimately how they can impact their world. This includes behaviours that are acceptable and not acceptable and learning the relationship between actions and reactions in every aspect of life. Advanced stages of this concept will lead to understanding the laws of nature, legislated policies and personal relationships.

### **HEALTHY ATTITUDE**

Little Leaders strongly believes in fostering a learning environment that creates a way of life for children to continue through life with a positive attitude towards their view of themselves, their view of others, their view of the world around them, and the interconnection between all of these elements.

## Little Leaders Home Child Care Providers

### **WHAT TO EXPECT?**

Little Leaders home child care providers are experts in their field. Our providers come from a variety of backgrounds. Some child care providers are Early Childhood Educators (ECE's), some have experience from child care centres, while others have been operating their home child care for many years before joining Little Leaders. Some have education in specific areas of interests such as music, nutrition, yoga & mindfulness, and more. Our child care providers speak several languages, for families who are looking to expose their child to another language in the early years. What our providers have in common is their love for children, passion for education in the early years, and outstanding child care programs that we look forward to showing you.

### **QUALIFICATIONS**

Little Leaders child care providers have at minimum the following qualifications:

- Current criminal reference check and vulnerable sector check
- Current standard first aid and CPR 'C' certification
- Medical clearance
- Regular training through Little Leaders and/or a municipal program

All adults who reside in a Little Leaders child care home also must have a current criminal reference check and vulnerable sector check, medical clearance, and training on Little Leaders policies.

### **CHOOSING YOUR LITTLE LEADERS PROVIDER**

The process of choosing your ideal home child care begins with an inquiry to Little Leaders. Little Leaders will introduce you to 1-3 child care providers (subject to space and availability), with whom you will have an opportunity to interview. Interviews are held at the child care provider's home after-hours, where the child care provider will introduce their family, you will see the child care space, and learn about the program for your child. The child must attend the interview to secure the spot. When the fit is right for both the family and provider, we will proceed with registration.

## Registering Your Child For Care with Little Leaders

### **ADMISSIONS**

Little Leaders accepts enrollment of children between the ages of 3 months and 13 years. We welcome children in our inclusive and child-centered programs. Child care homes are generally open between the hours of 7:30am – 5:30pm, but vary slightly from one home to the next. Evening and weekend care is available by request. Little Leaders homes do not currently offer over-night care.

Parents may choose from the following types of care (not available at all locations):

- Full Day Care
- Half Day Care
- Full Time Care (M-F)
- Part-Time Care (4 days/week or less)
- Before and/or After School Care
- PA days & School Break Care

### **REGISTRATION**

Registration is completed at Little Leaders head office, at 14 – 1253 Silvan Forest Drive, Burlington, ON, L7M 0B7, or remotely via docusign. Please book an appointment if registering in person. The following items must be on-hand during registration:

- Your child(ren)'s immunization records
- Your child(ren)'s health card
- Emergency Contacts (name, phone, address)
- Anaphylaxis documentation (if applicable)
- Relevant medical history (if applicable)
- Physicians note for medical condition (if applicable)
- Custody papers (if applicable)
- Child care deposit

### **FAMILY REGISTRATION FEE**

Each family will be subject to a \$100 Family Registration Fee upon registration. This fee will be paid to the home child care provider in full and will support the child care provider with transitioning a new child into the program. The \$100 fee covers additional time and demands such as; preparing the physical space for a new child, changing names and labels, conversations with the family to prepare them for care, extra time spent on the new child during the child care day, etc.

### **ENROLMENT FORMS & CHILD CARE CONTRACT**

Enrolment forms must be completed in entirety and made available to the child care provider before child care may begin (i.e at least 1 business day required before start date). The enrolment package includes; children's registration form, medical form, immunization records, emergency contacts form, release form, acceptance letter, child care contract, and additional forms as required.

While care is being provided, any changes to these must be pre-approved, documented and require 24 hours notice to take effect for information-based changes, or 2-weeks notice for hours or other changes. If your personal information on any of these forms has changed, please remember to contact Little Leaders by phone or email to ensure your file is up-to-date.

### **WAITLIST**

At this time, Little Leaders does not have a waitlist for prospective families, as the nature of placements in home child care is very unpredictable.

### **TRANSFERRING TO ANOTHER LITTLE LEADERS HOME**

Parents may need to switch to another Little Leaders home due to moving their home or work, or requiring different hours, have the ability to move their children to another Little Leaders home with 2 week's notice.

### **TERMINATION**

Parents are required to provide in writing at least two (2) weeks notice if they are planning to terminate their contract with Little Leaders.



## Fees

### DAILY RATES

The following rates are standard across Little Leaders Traditional Model homes for 2023:

Child's Age	<1 year of age*	1 - 2 years of age*	2 - 3 years of age*	3 – 4 years of age*
Base Fee**	\$56/day	\$52/day	\$50/day	\$48/day

\*An age group rate change takes place on the date of a child's birthday. Rates are subject to change.

Payment is required when your child is absent due to illness, vacation, or any other reason your child may not be present for child care. For extenuating circumstances parents must contact Little Leaders, not your child care provider.

### CWELCC

The Canada-Wide Early Learning and Child Care plan will be made available to all families currently enrolled and attending a Little Leaders licensed home child care. Little Leaders is currently enrolled in the CWELCC. The CWELCC will:

- give families access to more affordable and high-quality child care options,
- lower child care fees for parents of children under the age of 6,
- increase child care spaces,
- support the child care workforce, and
- support inclusive child care.

Little Leaders has opted in to the CWELCC program, and will continue to do so unless otherwise mentioned.

Starting January 2025, rates for children under six years old are lowered by 52.75% from the above daily rate, or capped at \$22/day, whichever is lower.

**\*\*Base fees** are eligible for fee reduction under the CWELCC system. Base Fees are any mandatory fees that parents are required to pay for daily child care services. For example: mandatory registration fees, monthly fees for child care, annual tuition. Non-base fees are not eligible for the fee reduction under the CWELCC. Non-base fees are either optional fees, or fees that a parent has to pay if they fail to meet the terms of an agreement with the licensee. For example: family registration fee, late fees, NSF cheque penalties, optional field trip fees.

## **PAYMENT SCHEDULE**

Invoices for child care are sent monthly. Payment for child care is due in advance of care on the first day of each month. Please inquire for alternate payment schedules.

Little Leaders preferred method of payment is e-transfer to [payment@littleleaders.ca](mailto:payment@littleleaders.ca).

## **VACATION & HOLIDAYS OBSERVED**

Payment is required in full for statutory holidays. Little Leaders Home Child Care Agency observes the following statutory holidays:

- New Years Day – January 1<sup>st</sup>
- Family Day – Third Monday in February
- Good Friday – Friday before Easter Sunday
- Victoria Day – Monday preceding May 25<sup>th</sup>
- Canada Day – July 1<sup>st</sup>
- Labour Day – First Monday of September
- Thanksgiving – Second Monday in October
- Christmas Day – December 25<sup>th</sup>
- Boxing Day – December 26<sup>th</sup>

Payment in may be required for up to 4 weeks annually when the child care program is closed. Parents should consult the child care contract for more information about payment when the child care is closed.

## **CHILD CARE SUBSIDY**

Little Leaders welcomes eligible child care subsidy recipients in Halton Region. Subsidy is not currently available for families in Peel or Hamilton. For more information, please dial Halton at 311 or visit [Halton.ca](http://Halton.ca). Little Leaders cannot assist with child care subsidy applications.

## **LATE FEES**

Late fees vary based on the home child care. Although Little Leaders will bill for late fees, the late fees will be paid in full to the child care provider. The fee is for late pick-ups only, and not additional childcare (ie. weekends & evenings). Parents should consult the child care contract for more information about late fees.

## AT THE HOME CHILD CARE

### **WHAT SHOULD I BRING TO CARE?**

The following items are generally required at each home child care. Please consult with your child care provider for a more detailed list. Each child should have at minimum:

- Second set of clothes that are appropriate for that day's weather
- Diapers
- Wipes (labelled with child's name)
- Diaper Cream (labelled with child's name)
- Sunscreen
- Shoes
- Appropriate weather-related items for the day such as:
  - o Coat (light jacket, winter coat, rain coat, etc)
  - o Hat (sun hat, winter hat)
  - o Snow pants/splash pants
  - o Rain boots/Winter boots
  - o Mittens, scarf, other winter-appropriate items

Children may be sent home if weather-appropriate clothing is not brought to child care with the child, as it may impact the child care provider's ability to conduct successful operations (i.e 2 hours of outdoor time).

### **DAILY RECORDS**

Documenting important aspects of a child's day are invaluable in monitoring a child's health and well-being. Your child care provider will keep a record of the following items:

- Attendance (time your child(ren) arrived and departed from child care)
- Menu (available in advance – daily record will reflect exact foods served at care)
- Nap times (along with direct visual checks on the child(ren) while napping)
- Wellness, Health, and Safety
- Accident reports
- More available upon request

### **SAFE ARRIVAL AND DISMISSAL FROM CHILD CARE**

Parents must provide regularly-scheduled arrival and dismissal times from child care on enrolment forms. If the arrival or dismissal time changes temporarily for any reason, the parent must inform the child care provider in a timely manner (i.e child has a doctor's appointment and is late for care).

#### **When a child does not arrive at care...**

Where a child does not arrive at care as expected, the child care provider will contact the child's parent/guardian no later than 1 hour after the expected arrival time, or 9:30am, whichever comes first. The child care provider will exhaust all methods of contact to reach any/all parents/guardians. If half hour has passed and the provider is unable to reach the parent, the provider will notify Little Leaders head office, and the head office will attempt to reach parents/guardians. At this point, if parent/guardians cannot be reached, Little Leaders will contact authorities (i.e police/CAS) where deemed appropriate (i.e concern for the child's well-being).

### **Releasing a child from care...**

The home child care provider will only release children to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to.

If the home child care provider does not know the individual picking up the child, the home child care provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian.

### **When a child is not picked up from care...**

If a child is not picked-up from child care by the expected time, the child care provider will contact the parents/guardians to determine a pick-up time. The child care provider will call Little Leaders if after-hours care cannot be provided. Late fees will apply.

If the parent/guardian cannot be reached for an hour after scheduled pick-up time, Little Leaders will contact police services and Children's Aid Society to determine next steps.

## **INDOOR AND OUTDOOR ACTIVITIES**

Parents will be informed if their child care provider takes the children off the premises. Most child care providers participate in activities at local parks, on local trails, splash pads, and/or other community spaces. Parents must approve of these locations by means of the Outdoor Play Plan form – signed in advance on the first day of child care. The outdoor play plan will itemize exact locations where the children may frequent off the premises. Child care providers are not permitted to bring children to locations that are not on the outdoor play plan without special approval from parents/guardians, and may only access the locations by the agreed upon transportation method as listed on the Outdoor Play Plan. This document will remain at the child care provider's home for parents to access whenever necessary. Parents are encouraged to request a copy of the outdoor play plan for their own records.

Children attending a full-day program will have access to a minimum of 2 hours of outdoor play each day, unless inclement weather prohibits play outdoors (i.e lightning, thunder, extreme heat, extreme cold, or extreme wind).

Parents are responsible for providing their children with adequate clothing for all days of child care. *Parents should assume that children will be going outside every day.*

Under no circumstances will Little Leaders children or child care homes have access to pools or bodies of water.

## HEALTH AND WELLNESS

### IMMUNIZATIONS

All children registered at a Little Leaders Child Care home (privately-enrolled or agency-enrolled) must have up to date immunization records available on-site at the child care home and at Little Leaders office. Immunization records will be required before the start-date of care. Parents who do not wish to immunize their children due to medical, religious, or other beliefs may contact Little Leaders for alternative directions. Parents will need an authorized form signed by appropriate parties.

### ILLNESS AND EXCLUSION PERIODS

Children exhibiting the following symptoms or illnesses will not be permitted to attend care. If a child begins to present these symptoms at care, a parent will be asked to pick-up their child as soon as possible. Parents *must* inform their child care provider if any medication has been given to the children before care to reduce any of the following symptoms:

Sign of Illness	When to Act	Exclusion Period
Fever	Elevated temperature over 37.8 °C or 100 F.	24 hours fever free
Diarrhea	2 or more loose stools in a 24-hour period.	48 hours from last bout of diarrhea
Vomiting	Any episode of vomiting.	48 hours from last bout of vomiting
Cough/Wheezing	High pitched, barking, productive, or whooping cough.	Return to care when the cough begins to resolve, and it is identified as <u>not</u> a communicable disease
Rash/Open sores	Unknown rash with potential for open skin or sores (worse than hives)	Return to care when rash is identified as non-contagious and there are no open sores
Runny Nose	Excessive mucus and/or green/yellow mucus	Return to care when symptoms are resolving or 48 hours from onset
Eye drainage	Pus or coloured discharge	Return to care when issue is identified or 24 hours of antibiotics administration
Lethargy	Sleepiness, low activity levels	When symptoms appear individually, no exclusion period is necessary. Children who exhibit multiple symptoms and are unable to successfully participate in daily activities will be not be accepted at care or will be sent home.
Respiratory Symptoms	Difficult or rapid breathing	
Unusual paleness		
Unusual behaviour		
Glossy, red, or itchy eyes		
Poor appetite		
Holding stomach		

Other illnesses/diseases that children may encounter must follow the exclusion periods:

<b>Disease</b>	<b>Exclusion Period</b>
E. Coli	Until two consecutive negative stool specimens have been found, taken 24 hours apart
Giardia	Until diarrhea has stopped
Head lice	Until child has been treated for head lice, child should be checked for nits/lice prior to entering the child care premises
Hepatitis A	Until one week after onset of jaundice
Impetigo	Until after 24 hours of antibiotics
Influenza	Until five days after symptoms began
Measles	Until four days after rash appeared
Meningitis (bacterial or viral)	Until child is recovered, decision to be made by a physician
Mumps	Until five days after swelling began
Pertussis (Whooping Cough)	Until five days after antibiotics are started, or until three weeks if not treated with antibiotics
Pinkeye, bacterial	Until one full day of antibiotic treatment
Pinworms	Until 24 hours after treatment has started
Ringworm	Until treatment has started; keep child from swimming/wading pools and water play until treatment is completed
Rubella (German Measles)	Until seven days after onset of rash
Scabies	Until 24 hours after treatment
Scarlet fever	Until 24 hours after treatment has started
Shigella	Until two consecutive negative stool specimens have been found, taken 24 hours apart
Strep Throat	Until 24 hours after antibiotics are started

## MEDICATIONS

All medications must be accompanied by a Medication Consent form, completed by the parent. Your child care provider will not be permitted to administer any medications without this form providing written consent by the parent. Prescription medications must be in their original container with the child's name on it, and over-the-counter medication must be in its original container with the child's name written on it by the parent. Medication administration will be recorded by the child care provider.

Medications will always be kept out of reach from the children, and stored in appropriate manner (i.e fridge if necessary).

## ALLERGIES

Please note that not all Little Leaders home are nut-free. If you have concerns about the status of allergen at your child care home, please contact Little Leaders, and speak with your child care provider. Nuts will never be given to a child at a Little Leaders home without the child first having tried nuts outside of the child care.

If your child has an allergy or dietary restriction, your Little Leaders child care provider will do their best to accommodate, however, if a food cannot be provided, it is the parents responsibility to provide the child care home with the necessary food item. This will be discussed during registration and continually throughout care.

If a child develops an allergy while they are currently enrolled in a Little Leaders home, the parent must notify Little Leaders office and the child care provider before the next day of care, and proper documentation must be prepared for both office and the child care home before care can proceed.

## ANAPHYLAXIS

An anaphylaxis form is required at the time of registration for children with known allergies. This form will be posted in the child care providers kitchen, on the fridge, and a record will be maintained at Little Leaders head office. Parents of the home will be notified that there is a child in the home with an anaphylactic allergy, where information about the allergen will be shared.

The child care provider is not permitted to serve the known allergen to other children during child care, nor are children permitted to bring food from home containing the allergen.

If an anaphylactic allergy appears while a child is currently enrolled at a Little Leaders home, the parent must contact Little Leaders office as soon as possible to prepare proper documentation. The child may only return to care when all documentation is completed.

Certain children have the ability to carry the epi-pen on their person, with parental permission. Otherwise, all epi-pens will be kept out of reach of children, but will be stored in an accessible location at the child care provider's home. All adults of the child care home, the home visitor, and any other relevant parties will be fully trained on use of the anaphylactic medication, and fully aware of the anaphylactic allergy and how to proceed in case of exposure.

## OUTSIDE FOOD

Food brought from home must be accompanied by a standard *Special Feeding Arrangements* form. Any food from home must be fully labelled with the child's name, and stored in accordance with parent directions, and safe food handling.

## NAP TIME

Children will have access to a comfortable space for nap time each day at child care. Children up to 18 months will be provided with an individual crib or play pen for nap time. Children up to and including 5 years will have access to an individual cot for nap time or quiet rest time.

For timing of naps, please contact your child care provider.

### CHILDREN UNDER 1 YEAR OF AGE

*“The Public Health Agency of Canada recognizes Sudden Infant Death Syndrome (SIDS) and other infant deaths that occur during sleep as major public health concerns. The Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada is part of the Government of Canada’s continuing commitment to raise awareness of sudden infant deaths and safe sleeping environments.”*

- Joint Statement on Safe Sleep; Public Health Agency of Canada

All children under 1 year in attendance at a Little Leaders child care home will be placed for nap in a position that does not put them at risk of SIDS. Specifically, children shall be placed to rest in a position on their **back**, without pillows, stuffed animals, or other dangerous items within reach and/or the playpen or crib. As an alternate to blankets, approved sleep-safe sleep sacks may be used.

For children under 1 year of age, parents must provide written instructions regarding nap time and must be on hand at the home at all times. The written instructions should include: nap area, what to nap with (bedding), nap timing/length, etc.

## PROHIBITED PRACTICES

Little Leaders strictly prohibits the following practices:

- (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.
- O. Reg. 126/16, s. 34.



## **CONFLICT RESOLUTION**

Occasionally differences of opinions occur. To find resolution, it is recommended that the parent and caregiver find a time/place away from children to discuss the issue thoroughly. This involves listening openly and trying to understand each other's perspective. If an amicable solution has not been reached, a Little Leaders representative will be called in to offer an unbiased perspective in an attempt to mediate. To ensure the safety of children placed under supervision with Little Leaders providers, all behaviour management policies are practiced in the child care home.

## **CAREGIVER/PARENT RELATIONSHIP**

The relationship between a caregiver and parent is, and should remain, a professional relationship. It is against Little Leaders policy for a caregiver to allow a personal relationship to develop with families. Extensions of the caregiver/parent relationship through social media and extracurricular activities are not recommended as they may jeopardize the professionalism of the relationship. Please note that Little Leaders will not be responsible for fees lost directly related to the contravention of relationship boundaries.

## **STUDENTS AND VOLUNTEERS IN THE HOME**

Parents will be informed of any extra individuals on the premises by the child care provider. Please note that if a volunteer or student is helping out in the home, the provider will collect all necessary background checks, and inform the parent of their position. The role of a student or volunteer is NOT to replace the child care provider - students or volunteers are not permitted to be alone with the children, and are to be under supervision of the child care provider at all times.

## **PARENT ISSUES AND CONCERNS**

### **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 Little Leaders 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 1-2 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 feels 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/childrensaid/reportingabuse/index.aspx>

## Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern they have expressed to their child care provider, they may escalate the issue or concern verbally or in writing to Little Leaders supervisor, Jennifer Hyland at [Jennifer@littleleaders.ca](mailto:Jennifer@littleleaders.ca).

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 Ministry of Education's Child Care Quality Assurance and Licensing Branch.

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.

## 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:
<b>Program-Related</b> E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the home child care provider directly or</li> <li>- the home visitor and/or supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or</li> <li>- arrange for a meeting with the parent/guardian within [insert number] business days.</li> </ul>
<b>General, Agency- or Operations-Related</b> E.g: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- the home visitor or supervisor.</li> </ul>	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<b>Provider-, Staff- and/or Licensee-Related</b> E.g: conduct of provider, home visitor, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the supervisor or director.</li> </ul> <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"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<b>Related to Other Persons at the Home Premises</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the home child care provider directly or</li> <li>- the home visitor and/or supervisor</li> </ul> <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>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] 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>
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the person responsible for supervising the volunteer or student or</li> <li>- the home visitor and/or supervisor.</li> </ul> <p><b>Note:</b> 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 the agency head office as soon as parents/guardians become aware of the situation.</p>	

**LITTLE LEADERS CONTACT INFORMATION**

Parents are welcome to contact Little Leaders at any point with questions regarding their child care with Little Leaders, prospective or current. The following individuals may be contacted at the office phone (905-335-8335) or by email with questions:

Jennifer Fram, Director: [Jennifer@littleleaders.ca](mailto:Jennifer@littleleaders.ca)

Katherine Glover, Supervisor: [katherine@littleleaders.ca](mailto:katherine@littleleaders.ca)

Paulina Silvera, Home Visitor: [paulina@littleleaders.ca](mailto:paulina@littleleaders.ca)