



HOME CHILD CARE PARENT HANDBOOK

Administration Office

1527 Old London Road, Sarnia, Ontario, N7T 7H2
519-882-3480

Sarnia Lambton Home Child Care

Home Visitor - 519-331-0606

Chatham Kent Kids Home Child Care

Home Visitor - 519-355-0537

INTRODUCTION

Lambton Rural Care is a non-profit organization. We provide high quality childcare programs and related services that encompass the care, education and guidance of children, from infancy to school age, in Sarnia-Lambton and the Chatham–Kent areas. By supporting children and their families, we are helping to build caring communities. Our organization operates under a volunteer Board of Directors comprised of parents from the programs and interested members of the community. If you are interested in becoming a part of our Board of Directors, please contact the Administration Office.

Our staff value diversity and strive to provide programs and services which are welcoming, comfortable and responsive to the needs of all children and their families. An inclusive environment is fostered through clearly stated policies and practices. Our programs offer an accepting environment, as well as a respectful and supportive relationship between LRCC staff, the children and their families utilizing the programs offered, as well as the community.

LAMBTON RURAL CHILD CARE offers the different programs for children and their families throughout the Sarnia-Lambton and Chatham-Kent areas. These programs include Home Child Care and centre-based programs.

Lambton Rural Child Care also operates 2 full service childcare centres, one located at the Brooke Central Public School and the other one at Dresden Area Central School. These childcare program offers centre-based services to children three months to 12 years of age.

LICENSED CHILDCARE PROGRAMS

All programs offered by Lambton Rural Child Care are licensed through the Ministry of Education and adhere to the Child Care and Early Years Act, as well as follow all policies and procedures as set forth by the Board of Directors. Each program operates under an individual license and each program is licensed on an annual basis. This annual licensing procedure ensures that high quality childcare is being provided to families. Throughout the year the Home Visitor ensures that the licensing requirements are being met by reviewing the daily schedule, snack plans, program plans and ensures that all policies and procedures are followed. Support for Program Staff is also provided on a continuous basis.

PROGRAM PHILOSOPHY

All programs offer stimulating activities for your child within a safe, comfortable environment. Lambton Rural Child Care believes in developing programs that focus on addressing the needs and promoting the social, emotional, physical, intellectual, and cognitive development of each child.

Our programs encompass the following:

- The staff support and encourage the children to build upon their choices
- The learning environment encourages the child's independence and responsibility
- The learning environment accepts each child's individuality and encourages the child to enhance his/her interests and abilities
- Children are given the opportunity to explore materials and objects using their five senses in a variety of experiences
- Our programs are designed with flexibility and creativity in order to complement each child's daily routine
- Play is an important learning process, which is enriched by a prepared environment
- A consistent routine provides direction for the children, and helps children develop the ability to maintain order and to make predictions

PROGRAM STATEMENT

Lambton Rural Child Care views all children as competent, capable, curious and rich in potential. Each child can help guide us in their learning. We value and respect children and believe that their theories and ideas are an important source of learning. To enhance these beliefs LRCC has adopted the "How Does Learning Happen?" Ontario's Pedagogy for the Early Years document as our professional learning resource. Pedagogy is the "understanding of how learning takes place and the philosophy and practice that support the understanding of learning (reference: Early Learning for Every Child Today: a Framework for Ontario Childhood Settings Ministry of Education, Ontario, 2007) pg.90: elect). Learning and development happens within the context of relationships among children, families, educators and their environments. The "How Does Learning Happen?" document is based on the 4 foundations that are necessary for optimal healthy child development and learning. These 4 foundations are: belonging, well-being engagement, and expression. The "How Does Learning Happen?" document helps educators and providers focus on the importance of the 4 foundations in the early year's programs.

LRCC's philosophy is one that builds upon the child's interests. Environments are a planned and thoughtful approach to learning where children discover about themselves and the world around them through investigation and exploration. Environments foster creativity, promote wonder, and encourage each child's natural curiosity and desire to explore and learn.

To further assist the educators and the parents of the children in care LRCC is utilizing the program Lillio which provides daily digital updates on their child to complement the important face-to-face interactions with parents. It is the continuing goal of LRCC to implement Lillio throughout our programs. The program allows educators and providers to record on tablets, children's activities as they happen throughout the day. It includes; real-time email updates through photos in a journal format that can be accessed through the Lillio mobile app.

Programs offered by LRCC that do not utilize Lillio will continue to utilize the Daily Journals/Logs, Menu & Snack Plans as well as the Program Plans or Weekly Log within Home Childcare. This still allows the Educators and Providers to record the children's daily and weekly activities and interests for the parent's perusal.

LRCC Educators/ Providers are nurturers; they are partners, facilitators, observers and co-learners who have a deep understanding of developmentally appropriate practices for children within their early years. The Educators/ Providers understand the individual differences and arrange their program/ home so that children can explore at their own pace.

Children are competent, capable, curious, and rich in potential:

- When given opportunities to choose from environments with open-ended materials meaningful experiences evolve. These experiences foster engagement and exploration along with collaboration and relationship building.
- Educators and Providers foster healthy relationships by providing the scaffolding where positive self-esteem and decision-making skills are built.

Lambton Rural Child Care Program Goals and Approaches are as follows:

Promote the health, safety, nutrition, and well-being of children:

- Promote Eating Well with Canada's Food Guide and develop healthy attitudes towards all foods.
- Practice physical activity and incorporate areas of discovery and inquiry in the indoor and outdoor environment.
- Lillio enables Educators and Providers to observe patterns in children's health and provide consistency in patterns of eating, physical activity, and sleep.

Support positive and responsive interactions among the children, parents, childcare providers and staff:

- Educators and Providers create a welcoming environment for families.
- Educators and Providers are engaged at the child's mental, physical, emotional and social level to support play with the children.
- Educators and Providers encourage children to listen to others and share ideas.
- Educators and Providers role-model and help children learn to express their feelings and recognize other's feelings.
- Educators and Providers have a solid understanding of each child in their group, through interests, backgrounds and current life happenings.
- Educators and Providers share their own knowledge of interests and backgrounds through their resources.
- Educators and Providers support parents to be active participants in their child's learning. Communication and sharing of ideas from home to childcare and child care to home is fostered both face to face and utilizing the Lillio program.
- Educators and Providers are encouraged to develop professionally through ongoing training opportunities.

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate:

- Educators and Providers respect and celebrate the unique spirit, strength and character of each child. There is a sense of mutual trust and respect.
- Children feel safe and secure in the environment in which they are supported to learn how to feel empathy for others and express emotions.
- Educators and Providers recognize and reduce stress levels in children by being aware of some of their key stressors.
- Foster a sense of belonging through daily conversations and interactions.
- Foster engagement through social interaction.
- Educators and Providers label how the child is feeling during times of distress and support self-soothing behaviours.
- Educators and Providers support and re-direct children when behavior is challenging or disruptive.

Foster the children's exploration, play and inquiry:

- Provide an environment that fosters emotional and cognitive development through sensory experiences, elements of nature, creative expression and physical activity.
- Educators and providers organize materials in the environment to allow easy access and visibility, invite investigation and allow choices (Reference; Think, Feel, Act Lessons from Research About Young Children pgs. 11-14)
- Educators/ Providers, through a flexible daily schedule, provide opportunities for children to explore interesting, complex, open-ended learning materials that can be used in many ways for long periods of uninterrupted play.
- Support the development of strategies, dispositions, and skills for lifelong learning through play and inquiry.

Provide child-initiated and adult-supported experiences:

- The Educators and Providers participate with children as co-learners, co-researchers and co-planners (Reference: "How Does Learning Happen?" pg. 37-39)
- Emphasis on social and emotional learning, focusing on positive child-adult interactions.
- Educators and Providers recognize the importance of building positive relationships with all children and their families in order to help guide the child in building on their strengths and maximum potential.
- Educators and Providers value the parent's point of view. Building strong relationships with the parents is essential. Parents are offered various opportunities to join in programs, observations of the classrooms, viewing documentation through Lillio, and shared verbal experiences throughout the day.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported:

- Respect for the inclusion of all children.

- A multi-sensory environmental approach for learning will be practiced using the four foundations of learning – Belonging, Expression, Well-Being and Engagement as the framework.
- Create programs that respect the pace of each child’s development
- Create a stress-free atmosphere that is in the child’s best interest
- Provide flexible programming.
- Educators and Providers observe the children at play daily and capture snapshots through photographs, written notes/documentation, and videos.
- Individual Support Plan’s will be developed with the educator/Provider and family when needed.
- Foster empathy and provide accurate information about differences to enable children to think critically about and challenge bias.
- Promote positive attitudes in children about ethnicity, gender, sexuality, differing family structures and ability to relate to self and others.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare:

- Individual needs around rest times are provided during the day for all age groups
- Educators and Providers create environments, both indoor and outdoor, that promote learning through play, discovery, relationships and collaboration: (Reference; Think, Feel, Act Lessons from Research by Anne Marie Coughlin and Lorrie Baird, pgs 16-20.)
- Support self-regulation by providing children opportunities to make choices about when and how to engage in active play.
- Physical literacy opportunities are encouraged.

Foster the engagement of and ongoing communication with parents about the program and their children:

- Educators and Providers talk with parents/ guardians daily and provide feedback about the children’s experiences and learning that happened throughout the day.
- Establish mutual respectful relationships with parents
- Recognize and value that all families have unique needs and diverse characteristics.
- Educators and Providers invite the families perspectives and provide opportunities for families to participate in a meaningful way.
- Educators and Providers offer families support and guidance when needed.
- Daily documentation based on observations made of the children is readily available for all parents. Lillio reports are available for families to access at any time.
- Lillio enables connections between home and the early childhood program, invites families to participate in children’s experiences, and builds trusting partnerships between families and educators and providers.

Involve local community partners and allow those partners to support the children, their families and staff:

- Educators and providers welcome professionals from the community to their programs and are committed to developing positive relationships for the benefit of the children and families.
- Communicate and share opportunities, resources, and interests.
- Educators and providers support all families in helping them make connections with formal supports (community agencies) and informal supports (connections with other families and/or their own support networks) (Reference: “How Does Learning Happen?” pg 32-34)
- Educators and Providers partner with integration and support agencies in each community to consult with and support children that have special needs.
- Educators and Providers plan community outings with their children and families to local community/neighbourhood destinations such as libraries, fire halls, recreation centres, parks, playgrounds, and OEYC’s to support learning and inquiry and health and wellness.

Support Staff, home childcare providers or all individuals who interact with the children at a child care centre or home child care location in relation to continuous professional learning:

- LRCC is dedicated to continuous professional learning. We provide opportunities for educators to share experiences, reflect and collaborate. All staff and providers are encouraged to participate in community events and initiatives with other professionals.
- LRCC encourages mentorship among staff/providers and believes that we are all “learners”.
- LRCC welcomes students to our programs for their practicum/co-op placement experiences.
- LRCC educators and providers are represented around various community tables, working groups and committees.

It is the continued vision of Lambton Rural Child Care to adopt the “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years document. By utilizing this Program Statement, the Educators and Providers will provide a environment that foster creativity, promote wonder and encourages each child’s natural curiosity and desire to explore and learn within a licensed childcare setting.

MISSION STATEMENT

Lambton Rural Child Care is a respected leader in providing consistent high quality, flexible, licensed care to children while offering support to parents and providers in various home, school and centre based programs.

VISION STATEMENT

Lambton Rural Child Care (LRCC) continues to be a well-respected leader in providing consistent high quality, flexible, licensed care to children while offering support to parents and providers in various home, school and centre based programs.

Children are happy while being socially interactive in an environment that fosters learning. Parents are content knowing that they are receiving the best care and learning opportunities available for their loved ones.

The Agency makes wise use of resources; the agency is financially self-supporting and staffed with qualified employees who view LRCC as a great working environment. External partners view LRCC as an agency that works with them to ensure that the programs offered are successful.

A dedicated, knowledgeable Board of Directors provides overview, guidance and policy direction to a management team that have consistently operated the agency in an efficient and effective manner. LRCC values its ability to balance its operating budgets while providing a reserve for future stability and sustainability.

Lambton Rural Child Care continues to be seen as a leader in child care and parental support.

HOME VISITORS & ADMINISTRATION STAFF

LRCC'S professional and caring staff members have been selected through an interview process. The Home Visitors are required to have an ECE Diploma and be registered with the college of ECE. They must obtain a clear Criminal Reference Check including Vulnerable Sector, Children's Aid clearance, maintain a valid First Aid and CPR certificate, plus must have a current immunization record prior to employment.

The Administration staff, which includes the Executive Director, Financial Controller and Administrative Assistant, must obtain a post-secondary school diploma in their required fields, as well as a Criminal Reference Check including Vulnerable Sector, and Children's Aid Society clearance.

Training opportunities are available to all staff on an ongoing basis.

HOME CHILDCARE PROVIDERS

Before entering into a contract with LRCC the potential home child care provider has undergone an in depth process that includes but not limited to the following ; Provide and maintain a satisfactory Police Records Check including a Vulnerable Sector Check; Children's Aid inspection; Policies and procedures review; Up to date immunizations and TB test, Current First Aid and CPR certifications; Proper insurance coverage and

Fire and health inspections. LRCC takes great measures to ensure the safety and well-being of the Corporation and the PHCCP.

BACK UP PROVIDER

There are occasions when a HCCP may need to take time off and use their Back up Provider to fill in for them. Not all HCCPs have a back-up, and parents are to ensure they have someone lined up in the event their HCCP is unable to offer care. Back-up Providers are screened by LRCC and require the following before they can be left to supervise the children: Current Police Records Check including a Vulnerable Sector Check; TB test; active First Aid and CPR certification; up to date immunizations; Policy and Procedure review.

SUPERVISION OF STUDENTS OR VOLUNTEERS

Lambton Rural Child Care strives to protect the wellbeing of all children in our care while having students and volunteers assist in our programs. It is imperative that no child is supervised by a person under the age of 18 years. Only LRCC Home Child Care Providers or employees will have direct unsupervised access to the children in program. Students and volunteers are not considered employees of the agency and will never have unsupervised access to the children in care.

It is the responsibility of the Home Visitor to ensure the volunteers and students are not to be counted in the staffing ratios. The volunteers and students are involved in the programs as a learning opportunity for themselves. The Home Child Care Provider of each home will be responsible for the supervision of the volunteer and/or student while they are within the program with the assistance of the Home Visitor.

PARENT & PROGRAM STAFF INVOLVEMENT

Parents enter into a special partnership with the Home Child Care Provider and agency staff upon enrolling their child. Parent involvement is essential to maintaining high quality childcare. LRCC encourages parents to engage in conversation with the Home Child Care Provider whenever a question or comment arises regarding their child. It is the parent's responsibility to keep the HCCP informed of any changes in their child's health and wellbeing, contact information or schedule changes. In return, it is the Home Child Care Provider's responsibility to inform parents of all items relating to their child's development, wellbeing, and program. Parents are always welcome to contact the Home Visitor if further clarification is needed or a concern arises. Parent's involvement and open communication is vital to their child's experiences in the HCC program.

ADMISSION AND REGISTRATION PROCEDURES

The parent or guardian must complete a full registration package before a child may attend any program. The registration package includes:

- Child Registration Forms
- Consent Form
- Immunization Record
- Transportation (Car Seat) Form
- Water Policy Form
- Outdoor Play Form
- Pre-Authorized Payment Form

PLEASE NOTE:

All forms must be fully completed prior to your child's start date.

Parent or guardian #1 on the registration form is the designated parent or guardian who will receive all written correspondence and the annual childcare payment receipt for income tax purposes.

Payment arrangements for childcare fees must accompany the registration package in order to process your child's enrollment, including child care fee subsidized families. A void cheque or an automatic withdrawal authorization from your banking institution must be submitted before your child may attend program.

The child's immunization record **MUST** be up to date, or the child may not be enrolled in the program or a Ministry of Education Declaration form must be completed.

CHANGES IN REGISTRATION INFORMATION

Please inform your Home Child Care Provider or the Home Visitor immediately when any personal information changes. Your child's safety in the event of an emergency could depend on the accuracy of information. Such items would include: immunization updates, change in address and telephone number, change in emergency contact persons, etc. If your child receives an immunization shot, the date must be reported to the Home Visitor and the local Health Unit immediately to ensure the record on file is current.

VACATION – ABSENT – SICK DAYS

Please inform your Home Child Care Provider immediately when your child will be absent from the program. Each **full-time** child shall be given one absent – sick day per month at no charge. You will receive a credit on your next invoice for the absent – sick day. Absent – sick days are not cumulative and cannot be carried to the next month. All other absences or sick days will be charged as regular fees, unless 48 hours' notice has been given. ***Full time is considered to be a child that is using care at least five (5) times per week.***

Subsidized clients will follow the absent/sick day policy as outlined by the municipality.

Each child is given 2 weeks vacation per calendar year at no charge. This must be taken in week long blocks. This excluded agency or home child care premises closure periods.

Children who withdraw and re-register in the same calendar year will not receive a new set of vacation – absent - sick days.

HOURS OF OPERATION

The LRCC Administration Office operates from Monday to Friday from 8:30am to 4:30pm, excluding Statutory Holidays.

Each Home Child Care Premises chooses their own hours of operation which may offer days, evenings, overnights, weekends and statutory holidays. Please check with the Home Visitor for more specific information.

STATUTORY HOLIDAYS

Lambton Rural Child Care Administration Office will be closed to observe the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

CLOSURE PERIODS

Lambton Rural Child Care Administration Offices will be closed for the week following the Civic Holiday (first week of August) and the week between Christmas and New Year's Day. More information will follow when these times draw near.

CANADA WIDE EARLY LEARNING CHILD CARE PROGRAM (CWELCC)

Lambton Rural Child Care has been approved by the Municipality of Chatham Kent to participate in the CWELCC program. The agreement focuses on five key pillars:

- lowering fees
- increasing access
- enhancing high-quality childcare
- supporting inclusion
- enhancing data and reporting

Parents or guardians of children under six years of age will be eligible for reduced fees. Parents or guardians do not need to apply for this funding. Parents or guardian will be eligible for reduced fees if:

- the parent/guardian pays more than \$12 per day for childcare per child;
- the child is under the age of six or;
- the child turns six years old and is enrolled in a licensed preschool, kindergarten or family age group or a licensed home childcare premises, until June 30 of the current year.

FEES

The fees for Home Child Care are as follows:

Home Child Care Program	Base Rates	CWELCC Rates
Childcare Type		
Half Day – max 4 hours	23.50	12.00
Full Day – max 9 hours	46.25	21.85
Extended – max 15 hours	67.00	22.00
Overnight – max 19 hours	82.00	22.00
Exceptional – over 19 hours	90.00	22.00

Non-Base Fees would include NSF Fees of \$25.00 for missed payments and consistently late parents will be charged a late fee of \$1.00 per minute after the program closing time.

PARENT PAYMENT PROCEDURE

A completed Pre-Authorized Payment Form is required at the time of registration. The Pre-Authorized Payment form must be completed by all parents, including childcare fee subsidized families.

Full and partial fee-paying parents shall have an automatic withdrawal from their

personal bank account for your child's childcare fees.

This will be processed according to the payment withdrawal schedule presented at the time of registration. Payments will be withdrawn on a bi-weekly basis.

PAYMENT & TERM AGREEMENT

Invoices will be issued every 2 weeks for full fee and partial fee parents. The invoice amount will be a pre-authorized payment from your personal account on the date indicated. There will be a \$25.00 penalty on all NSF payments. There is an interest of 2% charged MONTHLY on all overdue accounts.

To avoid charges for missed days or vacation days all changes to your child's attendance schedule must be made two weeks prior to the date. If two weeks' notice is not received, you will be charged full rates for the date in question.

If a payment is missed, you will be contacted by the Financial Controller within a timely manner concerning the payment in question. Arrangements must be made to pay the owing amount. After two consecutively missed payments or three missed payments within a twelve-month period, your child will be terminated from the program. Payment for the entire outstanding amount must be received before re-entering the program. If payment arrangements can be agreed upon between LRCC and the parent, and the outstanding balance is not paid within a timely manner, your account may be turned over to Sarnia Credit Recovery.

It is the responsibility of childcare fee subsidized parents to maintain a current contract with Lambton County Child Care Services or the Municipality of Chatham Kent Children's Services. If your contract is not renewed on time, you are responsible for payment to Lambton Rural Child Care until coverage is approved.

TERMINATION FROM PROGRAM

Parent/Guardian Termination

Two (2) weeks' notice is required prior to withdrawing your child from any LRCC program. You will be charged two (2) weeks' fees (per child) in lieu of notice. You must inform both your Home Child Care Provider and your Home Visitor of your choice to withdraw from the program.

Agency or Home Child Care Provider Termination

Management at Lambton Rural Child Care, along with the individual Home Child Care Provider, is committed to providing a work environment in which all individuals are treated with respect and dignity. There is zero tolerance for acts of violence, abuse and/or harassment in the workplace. All complaints of violence, abuse and/or harassment in the workplace may be investigated. This procedure applies to all Board of Director Members, employees, volunteers, clients, parents or guardians and

contractors. Parents or guardians shall at all times comply with the provisions of the Lambton Rural Child Care violence and harassment policy. LRCC reserves the right to terminate childcare services if it has been found that a parent or guardian has committed an act of violence, abuse and/or harassment.

FAMILY FEE DISCOUNT

There is a 10% discount available for full time (5 days per week or more) families with more than one child enrolled in any of our programs. This discount applies to the child(ren) with the lowest fees.

FINANCIAL ASSISTANCE

Financial assistance in the form of childcare subsidy may be available for those families who qualify. For more information, please contact the Municipality of Chatham Kent Children's Services at (519)351-1228 or Lambton County Child Care Services Department at (519) 344-2062.

NUTRITIOUS SNACKS & MENUS

All snacks and meals are provided in accordance with the Child Care & Early Years Act and the Canada's Food Guide. Home Child Care Providers strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours and maintain nutritional value.

A menu plan is recorded daily and is available for your viewing. If your child requires a special menu plan, please discuss this with your Home Child Care Provider.

FOOD FROM HOME

Due to the increasing prevalence and serious nature of food allergies among young children in our culture today, it is the policy of Lambton Rural Child Care to restrict the practice of families bringing food into the centre. Children are not permitted to bring any food from home to any program.

Homemade treats for special occasions will not be permitted, due to staff inability to determine the contents of the treats, and the materials that the treats may have come into contact with during preparation.

This is with the exception of the following:

- Children in the Infant Program. Parents may bring in food, formula or milk for their children, as we understand that children at this age are on individual diets. Each parent is provided with an Infant Feeding Schedule upon registration to complete that will inform the educators of the child's eating routine/schedule.
- Children with extreme allergies or dietary restrictions. Please discuss this with your Home Visitor and Home Child Care Provider.

CLOTHING & FOOTWEAR

Please label all your child’s clothing and personal belongings. Labeling their clothing and personal items is an easy way for HCCPs and other parents to identify them and return articles to the proper location.

Please send your child in “play-friendly” clothes. Your child may be participating in messy programming activities such as painting, water play, play dough, sand play and more. We request that parents send an extra set of clothes, with their child(ren) to change into in the case of an accident. We also request your child attend each day with the appropriate clothing needed to enjoy playing outdoors.

Below is a list of possible items:

Spring & Fall

Splash
Rubber Boots
Light Hat
Light Gloves or Mittens

Summer

Pants Sun Hat
Bathing Suit
Towel

Winter

Winter Boots
Winter Hat
Gloves or Mittens
Snowsuit or Snow Pants

OUTDOOR PLAY & ACTIVITIES

In compliance with the Early Years & Child Care Act, all children 3 months and older are required to play outside for two (2) hours daily, weather permitting. Please ensure that your child is dressed appropriately to enjoy his/her time outside. Please note that due to licensing requirements pertaining to supervision, it is impossible for HCCPs to keep your child indoors if not dressed properly for the weather conditions.

LOTION AUTHORIZATION and PERMISSION

Due to the frequency and long-term daily usage of sunscreen, diaper creams, lip balms, hand creams and/or hand sanitizers this authorization will allow permission to apply or utilize the above listing when required. These lotions will be non-prescription and are not for acute treatment. The sunscreen must be 15 SPF or higher. If your child requires a specific type or brand you must supply a labelled bottle which will be kept at Providers home. Any diaper cream, lip balm or hand cream will be supplied by the parent for their child’s usage as required in a labelled original container. Hand sanitizer is rarely used on the children, only in rare cases and it will be supplied by the Provider. Please discuss any other the above with the Provider or Home Visitor.

EXCURSION OFF THE PREMISES or OFF PREMISE ACTIVITIES

Off premise activities such as walks, trips to the library, Ontario EarlyOn Centres, public library, local park, etc. are encouraged and supported by Lambton Rural. This is covered within the Consent Form that was signed during the registration process.

When an activity is out of the regular routine or is being attended to outside the municipality, the Home Child Care Provider must get the parent to fill out a Excursion Form and a parental signature is required before the excursion occurs. When the Provider's vehicle is used for transportation, they must ensure that regulatory car seats are used and installed and that their insurance company has filled in an agency insurance form, as well obtain a Transportation Form completed between the parent and the Home Child Care Provider.

If your child will be leaving program to attend a club or lesson you must complete a Special Privilege Form authorizing the details around such an event.

SAFE ARRIVAL & DEPARTURE – Please see Safe Arrival and Dismissal Policy below:

Please ensure that your Home Child Care Provider is informed of who will be dropping off and picking up your child each day. Only those persons listed in the registration package as authorized persons are permitted to do so unless otherwise notified. If your child will be arriving late, or if a late pickup is necessary, please notify your Home Child Care Provider as soon as possible.

STANDING AND RECREATIONAL BODIES OF WATER POLICY

The use of and access to all standing bodies of water (ie. ponds) and recreational in-ground/above ground pools, portable/"kiddie"/ inflatable wading-type , and hydro-massage pools, hot tubs and spas located on the premises of any single or multi-dwelling private residence, including the provider's own home, townhouse complex or apartment building where the provider resides, for children under the supervision or in the care of the contracted private-home day care in his/her capacity as a child care provider during operating hours is strictly prohibited.

SLEEP POLICY

Parents of children younger than 12 months will be advised of the licensee's obligation to ensure that children under 12 months old are placed to sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep. The Home Child Care Provider must perform visual checks twice during a sleep period by being physically present and checking for indicators of distress and documented on the sleep log. A rest/sleep period for every child, who receives care for 6 hours or more, but is less than 6 years of age must be included in the daily program.

OVERNIGHT & EXTENDED HOURS POLICY

Each parent or guardian must view and approve of the sleeping arrangements for their child. The sleeping arrangements must meet the policy of Lambton Rural Child Care.

Lambton Rural Child Care Overnight Policy is as follows:

- No room without windows shall be used as bedrooms
- No child shall sleep in a building detached from the Home Child Care Providers home, an unfinished attic, unfinished basement, stairway or hallway
- Each child shall have a bed appropriate to his/her age, a clean mattress and bedding appropriate for the weather and climate
- The term 'bed' shall include a futon, bunk bed, pullout sofa or folding bed. Siblings may, with parental consent, share a double or larger bed
- No child shall share a bed or the bedroom with any adult couple or adult of the opposite sex
- No child over 6 years of age shall share a bedroom with a non-related child of the opposite sex
- Children under 6 years may not sleep on a top bunk of a bunk bed
- All cribs must meet safety standards as set out by the Consumer and Corporate Affairs Hazardous Products Act (1973)
- In all cases, the child's sleeping arrangements must be approved by the parent or guardian
- Fire Prevention Officers must be aware at the time of inspecting the Home Child Care Providers residence that the premises will be used for extended hours and overnight care
- Home Visitors are to ensure that the inspection visits takes place at the time which childcare is provided during extended hours

ILLNESS & SICK POLICY

Generally, if your child is too sick to fully participate in daily programs, including outdoor play, they should remain home. LRCC requests that you keep your child at home if he or she is showing any of the following symptoms. In the event your child displays any of the symptoms outlined below while in program, the parent or guardian will be called to make arrangements to have their child picked up as soon as possible. In the event the parent cannot be reached, and the child's symptoms are continuously getting worse the emergency contact persons will be contact.

Diarrhea

If a child has one episode of diarrhea during program but otherwise feels well with no fever, nausea or vomiting the child will be monitored for further signs of illness for the remainder of the day. If no more diarrhea occurs and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes.

If more than one episode of diarrhea occurs during the same day in program, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there have been no further episodes of diarrhea for a 48-hour period. If diarrhea occurs at home, the child must be symptom

free for a 48-hour period before returning to the program.

Vomiting

If a child has one episode of vomiting, but otherwise feels well with no fever, diarrhea, stomach pain, the child will be monitored for signs of illness for the remainder of the day. If there are no further episodes of vomiting and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes.

If more vomiting occurs during the same day in the program, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 48-hour period.

If vomiting occurs at home, the child must be symptom free for a 48-hour period before returning to the program.

Fever

If a child has a temperature of 101°F or higher and/or the fever persists for 30 minutes parents will be called to make arrangements to have their child picked up as soon as possible. Please note that LRCC is not permitted to administer Tylenol or any other fever-reducing medication during program unless they are prescribed by a physician, and you have a prescription note from the physician stating the proper dosage and the frequency in which the medication may be given.

LRCC also respectfully requests that out of respect for the other children enrolled and the HCCP, that parents refrain from “masking” their child’s symptoms by administering a fever reducing medication prior to bringing the child to program in an attempt to reduce their child’s fever and then send them to daycare for the day.

Chicken Pox

If a child displays any symptoms of chicken pox, parents will be called to make arrangements to have their child picked up as soon as possible. The child will only be able to return to program when the spots have scabbed over.

Conjunctivitis (Pink Eye)

Any child with a suspected case of pink eye will be required to be examined by a physician. Any child with a confirmed case of pink eye will be required to be on antibiotics for a minimum of 24 hours before they are able to return to program.

Skin Rash

Upon the discovery of an unexplained rash, HCCP's will attempt to contact the parents to discover the possible cause of the rash. It will be up to the discretion of the Home Visitor or designate to determine whether or not the child must be excluded from care until examination by a doctor.

Head Lice

Although head Lice does not pose any health risk, it is something the HCCP will

periodically be monitoring or doing complete checks on children should a case be observed. If a child is identified as having head lice, the HCCP will contact the parent to pick up the child immediately.

The child must be free from lice and nits before returning to the program. If head lice is discovered at home please contact the Home Visitor and HCCP as soon as possible to ensure the proper cleaning and disinfecting can be completed.

The HCCP must check the child's head upon their return to the program to ensure there are no signs of head lice remaining. If any nits or lice are found, the child will not be permitted to stay.

ANAPHYLACTIC POLICY

Parents in cooperation with their health care professionals have the primary responsibility for the health and wellness of their children. Lambton Rural Child Care recognizes it has a subsidiary responsibility to support children with health concerns and chronic conditions. Lambton Rural Child Care and HCCP's will ensure that health support is implemented cooperatively with the approval of parents and in consultation with the appropriate medical personnel.

STRATEGY TO REDUCE THE RISK OF EXPOSURE TO ANAPHYLACTIC AGENTS:

All child allergies will be identified through the application process. Allergies will be identified and posted on each child's emergency card. Anaphylactic allergies will be identified with a red dot on the emergency card.

- HCCP's will be made aware of allergies at the time of enrollment and will discuss necessary precautions with the parent
- Parents will be responsible for keeping allergy information up to date and for providing the necessary training.
- HCCP's will be responsible for notifying any visitors to the program of severe allergies.
- The agency will provide anaphylactic posters identifying the allergy

HCCP's will make every reasonable attempt to ensure a healthy environment; however, there is no expectation that the HCCP will be able to eliminate all risks.

Individual Anaphylactic support plans for children using Epi Pens will be completed at the time of registration and kept on file at the home childcare. A copy will also be attached to the child's file and kept in the main office. Plans will be reviewed by the appropriate persons when a child enters into care and annually thereafter. Training for staff will be completed by the child's parent. The date of the completed training will be identified on the child's anaphylactic plan.

ADMINISTRATION OF MEDICATION

If your child needs prescription medications, they can be administered during program hours. The prescription medication can only be administered by the HCCP or designate to the child. The Home Visitor or designate will document the dosage, time given, and any side effects observed for each administration of medication.

Prescription medications must be in the original container supplied by the pharmacist and clearly labeled with the following:

- Child's name
- Doctor's name
- Name of the drug
- Date of Purchase
- Instructions regarding dosage, administration, and storage

Many times, a physician can prescribe medication that is only administered in the morning and in the evening. In this instance the medication can be administered before and after the program by the parent/guardian.

If your child requires an Inhaler or Epi-Pen during program hours, you are required to complete an Authorization Form and a Medication Consent Form. Please ensure that your child's medical information is up to date and accurate.

INJURY & ACCIDENTS POLICY

If your child gets injured or hurt while in program, the HCCP will complete an Accident Report Form, which will be shown to you upon arrival to pick up your child. You will be requested to sign the form, indicating that you have been informed of the nature of the incident. The form will then be placed in your child's file and a copy given to you.

If there is a serious accident or injury that results in the need for medical attention, LRCC will attempt to contact the parent as soon as possible and arrangements will be made for you to pick up your child or to meet the Executive Director or designate at the local emergency department. If you cannot be reached, the emergency persons will be contacted. If the parent or emergency person is unavailable the child will be transported by ambulance to the local hospital, accompanied by the Home Visitor or designate.

Please note that all of our HCCP's are trained in First Aid and CPR, as well as able to administer basic first aid treatment until the paramedics arrives.

FIRE DRILLS

Fire drills are conducted on a monthly basis in accordance with regulations. In the case of a serious fire, all children will be taken to the designated place of emergency specified on the Emergency Procedures sheet posted in the home.

NON-SMOKING POLICY

All of the Home Child Care Programs are smoke free and follow the Smoke-Free Ontario Act.

PROGRAM ACTIVITIES

Home Child Care programs offer a wide variety of learning experiences for the children in care. These learning experiences are child centered and offer a balance between structured activities, learning experiences through play and school readiness initiatives.

Home Child care programs may include the following activity areas:

- indoor and outdoor play
- open ended crafts
- musical experiences
- sensory experiences
- story telling
- circle time experiences

CHILD GUIDANCE, PROHIBITED PRACTICES & BEHAVIOUR MANAGEMENT

Home Child Care's aim is for the children to have a safe and enjoyable time in program. To help us achieve this aim, HCCP's establish reasonable limits for behaviour which are monitored by the HV. These limits are appropriate to the developmental level of the child and consider health, safety and the rights of the child.

A positive approach is used to guide the children. Each situation and child is considered individually. Lambton Rural Child Care methods of behaviour management include:

- redirection
- natural and logical consequences
- limit setting
- modeling
- providing choices
- anticipating situations
- recognition and positive encouragement for appropriate behaviour

In the event that a child displays intentional aggressive behaviour, the parent will be contacted.

Open communication with parents is an essential component for a co-operative approach to child guidance. The HCCP will discuss your child's day with you and will ask for your feedback to ensure that your child has a positive experience in their program. LRCC encourages you to discuss any issues or concerns regarding your child's progress with the HCCP. If the issue is unresolved, please contact the Home Visitor.

LRCC shall not permit any of the following with respect to a child receiving childcare at a Home Child Care premises:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a highchair, 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 childcare 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.

SERIOUS OCCURRENCE

The safety and wellbeing of the children in our programs is the highest priority but even with the best precautions, serious occurrence can sometimes take place. The Ontario Government has introduced a new policy that requires licensees childcare operators to post a "Serious Occurrence Notification Form" to inform all parents of the incident. This will give parents information about the incident and outline and any actions taken place including the outcome. If you have any additional questions, please contact your Team Leader or the Home Visitor.

WAIT LIST POLICY

Lambton Rural Child Care (LRCC) is aware of the shortage of child care spaces in the community it serves and of the frequent long wait periods to gain access to service. LRCC aims to develop a waitlist policy and practices that are transparent, fair and consistent. LRCC utilizes the OneList, an online childcare registry system. To gain access to the waitlist, families must complete an online registration process at the following websites:

County of Lambton at <https://onehsn.com/lambton>

Municipality of Chatham Kent at <https://chathamkent.onehsn.com/>

The priority will be given for all programs as follows:

- Siblings of current participants.
- Families waiting for a transfer to another site.

- Children of current LRCC employees.
- Returning families. (Note: The time span between the withdrawal of a family and their new waitlist registration must not exceed two years.)
- New families with full-time taking precedence over part-time children.

To ensure that families gain access to LRCC’s programs in the shortest time possible, the following practices are put in place: The date of registration on the waitlist will be utilized to set a first come first serve basis also keeping in mind the above priorities. A family who refuses a space the first time it is offered or fails to return a first call within one week will not retain its priority on the wait list.

There are no fees attached to the waitlist process.

Lillio PROGRAM

Lambton Rural Child Care is excited to utilize the program Lillio within some program locations. Lillio will be used by our educators to record activities on their tablets as they happen throughout the day to keep the parents informed on everything from nutritional information to fun moments and learning activities. It will provide the parent with real-time email updates and access to a complete history of your child's experience in our program with photos stored safely and securely in a journal format that you can access from home or through mobile apps.

Lillio will keep the parents informed by providing them with daily digital updates on their child to complement our important face-to-face interactions. It is also a great way to reinforce each child’s in-program learning at home as each parent will be given timely insight into what they’ve been working on throughout the day at program.

PARENT CONCERN or COMPLAINT POLICY

LRCC values parent input and strives to work quickly and effectively to resolve concerns or complaints about a program or provider. LRCC believes that the best outcome will be achieved when conflicts are resolved as close as possible to the level at which it has occurred. Therefore, complaint handling is viewed as an important responsibility. Handling a parent’s issue, concern or complaint effectively needs patience and skill to avoid an initial negative situation becoming even more negative and degenerating into a dispute. Communication with the parent/guardian in a manner that acknowledges and empathizes with their feelings is a key element in minimizing potential issues.

If a parent/guardian feels that a child is in extreme danger or being abused or neglected by any person, they must contact the local Children’s Aid Society immediately. A report of suspected child abuse or neglect by a staff member or home childcare provider may be reported to the Home Visitor and/or Executive Director and must be reported to the local CAS office. Any person who becomes aware of such concerns must report this information to CAS as per the “Duty to Report” requirement in the Child and Family Services Act - CFSA s.72(1).

Sarnia Lambton CAS 519-336-0623

Chatham Kent CAS 519-352-0440

An issue, concern or complaint may include, but is not limited to, any of the following situations:

- a personal dispute between the parent/guardian and staff/provider;
- a disagreement between the staff/provider and the parent/guardian as to the quality of the program;
- an issue concerning the operations of the program
- potential neglect or child abuse on behalf of a staff member/provider,
- a regulation violation or serious occurrence.

If the nature of the issue, concern or complaint does not fall within one of these categories, the staff or Home Child Care Provider will respond to such complaint in a manner that it believes to be appropriate. Both the Ministry of Education regulations and legislation as well as the policies and procedures set forth by LRCC Board of Directors will be considered when dealing with these issues.

The following stages shall be followed concerning a parent/ guardian concern/complaint:

Stage One: If a parent/guardian has a complaint about an aspect of the programming, or about the conduct of a staff member or Home Child Care Provider, it will be encouraged to resolve the problem by simply speaking to the individual concerned. It is anticipated that an informal process between the parties involved shall cover most issues or concerns that may arise.

LRCC is committed to open communication with parents/guardians and welcomes all comments on its services, both positive and negative.

Initially, the parents/guardians are encouraged to speak directly to the relevant staff member or Home Child Care Provider, if deemed appropriate. If not, the Home Visitor/Team Leader/Supervisor should be contacted, and they will try to resolve the issue/concern together with the parent/guardian.

The staff member or Home Child Care Provider who receive an informal complaint or concern from the parent will respond to such a complaint or concern in a manner that they believe to be appropriate, while remembering all LRCC and Ministry of Education policies. Staff will respond to a parent concern immediately by having a conversation with the parent and attempting to resolve the situation. The staff or Home Child Care Provider will gather all information/details from the parent. The staff or Home Child Care Provider will inform the Team Leader/Supervisor or Home Visitor either verbally or via email before the end of the shift that day. Details of the complaint/concern should include the nature of the complaint/concern, the details that lead to this situation, any

possible outcomes or solutions that were discussed between the parent and the staff or Home Child Care Provider and the resolution that was agreed upon, if any.

If a satisfactory resolution cannot be found through informal discussions, then Stage Two of the procedure will come into operation.

Stage Two: If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/guardians should put their complaint in writing, utilizing the Concern and Compliant Form or via email to the Home Visitor/Team Leader/Supervisor. Relevant names, dates, evidence (if any) and any other important information regarding the nature of the complaint should be included. The Home Visitor/Team Leader/Supervisor will follow the below criteria in deciding the severity of the issue/concern:

- Nature of the issue/concern
- Safety of the child(ren) in care
- Ministry of Education regulations and legislation
- LRCC Policies and Procedures

The Home Visitor/Team Leader/Supervisor will notify the Executive Director of the formal written concern/compliant. The agency will acknowledge receipt of the formal complaint within a maximum of three working days. A full investigation into the matter shall be completed within a maximum of 15 working days. The Home Visitor/Team Leader/Supervisor, in consultation with the Supervisor and/or Executive Director, will be responsible for sending a formal written response to the complaint to the parent/guardian within the 15-day period. If there is any delay, the agency will advise the parent/guardian of this and offer an explanation.

The investigation will include recommendations for dealing with the complaint and any amendments to the policies or procedures emerging from the investigation. The formal complaint, any investigation notes and the formal response to the complaint will be retained and placed in all relevant files.

If a satisfactory resolution cannot be found through Stage Two, then Stage Three of the procedure will come into operation.

Stage Three: At this point, the Home Visitor/Team Leader/Supervisor will consult with the Executive Director, regarding the investigation and the alleged issue/concern. Upon review of the investigation and supporting forms and documentation the Executive Director, as well as the Supervisor will arrange a time to meet the parent/guardian concerned and any other relevant individuals, such as members of staff, to discuss the issue/complaint and the response to it. The Executive Director will also inform the Board of Directors of the situation.

If at the conclusion of this process parents/guardians remain dissatisfied with the response they have received, the original complaint along with LRCC investigation and

response will be taken to the Board of Directors who will adjudicate. The Board of Directors will communicate a detailed response, including any actions to be taken, to the parent/guardian within 10 business days from the date they received the file.

SAFE ARRIVAL AND DISMISSAL POLICY

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide Home Child Care Provider with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the home as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: Definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Lambton Rural Child Care will ensure that any child receiving childcare at any home or program is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the home may release the child to the listed persons.

Where a child does not arrive in care as expected or is not picked up as expected, Home Child Care Provider must follow the safe arrival and dismissal procedures set out below.

Children will not be released to anyone under the age of 16.

Procedures for Accepting a child into care:

When accepting a child into care at the time of drop-off, Home Child Care Provider must:

1. Greet the parent/guardian and child.
2. Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (example: someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the Home Child Care Provider must confirm that the person is listed on the Emergency Card authorized listing. If the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (example: written note, email, text message or Lillio message) to Home Child Care Provider .

3. Any changes in pick up also need to be documented on Daily Log form.
4. The Home Child Care Provider must complete the Daily Log that they have accepted the child into care for the day.

Where a child has not arrived in care as expected, follow the below steps:

Where a child does not arrive at the home or program at the indicated time, and the parent/guardian has not communicated a change in drop-off time or that the child is not attending care that day (example: left a voice message, email, text, Lillio message or advised at pick-up), the Home Child Care Provider must:

1. Must commence contacting the child's parent/guardian no later than 30 minutes after scheduled drop off time. They will send a message on Lillio or a text message to parents, followed up by a telephone call.
2. If no response, the indicated Emergency Contacts listed shall be contacted.
3. Should there be no response from all calls and messages sent out within 30 minutes of the attempted contact (approximately one hour after the original indicated drop off time), the Home Visitor or designate will be notified at that time.
4. The Home Child Care Provider, with guidance from the Home Visitor, shall contact the police.
5. All times of calls and messages will be documented in Daily Log and the child's file in office.

Once the child's absence has been confirmed, the Home Child Care Provider shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written log.

Procedures for Releasing a child from care:

The Home Child Care Provider who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. If this is the case, the Home Child Care Provider must also indicate on the Daily Log that the child has been released and the time, as well as the name of the individual if different from parent/guardian.

Where the Home Child Care Provider does not know the individual picking up the child (example: parent/guardian or authorized individual), the below must be followed:

1. The Home Child Care Provider will ask the individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file/Emergency Card or written authorization.
2. If all the information is accurate, release the child to the individual.
3. The Home Child Care Provider must also indicate that the child has been released, to whom and the time.

Where a child has not been picked up as expected (before program closes)

Where a parent/guardian has previously communicated with the Home Child Care Provider a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes of the scheduled time given, follow the below:

1. The Home Child Care Provider shall contact the parent/guardian via a message on Lillio or a text message, followed up by a telephone call and advise that the child is still in care and has not been picked up.
2. Where the individual picking up the child is an authorized individual and their contact information is available, the Home Child Care Provider shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
3. Where the Home Child Care Provider has not heard back from the parent/guardian or authorized individual who was to pick up the child the Home Child Care Provider shall contact the indicated Emergency Contacts listed informing them that the child needs to be picked up from care.

Where a child has not been picked up and the program is closed

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived within 30 minutes of pick-up time, follow the below:

1. Home Child Care Provider shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Home Child Care Provider shall stay with the child and proceed with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time, followed by the authorized person if applicable.
3. In the case Home Child Care Provider is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the Home Child Care Provider shall call Emergency Contacts.
4. Where the Home Child Care Provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file (example: the emergency contacts) 30 minutes after the closure of program, the Home Child Care Provider will inform the Home Visitor or designate.
5. Home Child Care Provider, under the direction of the Home Visitor, shall proceed with contacting the local Children's Aid Society (CAS) – Sarnia Lambton 519-339-0623 or Chatham Kent 519-352-0440
6. Home Child Care Provider shall follow the CAS's direction with respect to next steps.
7. All times of telephone calls or messages sent shall be documented in the Daily Log and the child's file.

ADDITIONAL QUESTIONS OR CONCERNS

If you have any further questions or concerns, please contact your Home Visitor.