



Licensed Home Child Care Parent Handbook

Revised February 2026

Program Statement

The “How Does Learning Happen”, Ontario’s Pedagogy (referred to as HDLH) for the early years document is used for the purpose of guiding all licensed child care programs and early years support programs.

Children enrolled in our program will be given many opportunities to build on their competencies, capabilities and will be exposed to activities to foster their thinking. Our programs are designed to encourage curiosity for children to build on their potential.

The goals (for the children) that are used to guide our programs are intended be used by educators in the planning and in the creating of environments, experiences and contexts for children’s learning and development across all the domains of learning.

FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATION FOR PROGRAMS
BELONGING	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging amongst and between children, adults, and the world around them.
WELL-BEING	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children’s healthy development and support their growing sense of self.
ENGAGEMENT	Every child is an active engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play and inquiry.
EXPRESSION	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

Our Goals

Goals to guide our program:

- We will promote the health, safety, nutrition and well-being of all children by:
- Ensuring that our environment is always safe and clean,
- Encouraging self-care through proper handwashing and hygiene,

- Providing a variety of healthy food options and encouraging children to try new foods and to make healthy food choices.
- Allowing opportunities to take reasonable risks.
- Provide engaging environments to act as the third teacher (supported by Ontario's Pedagogy HDLH)
- To support children in building a connection with the natural world

We believe in supporting positive and responsive interactions among the children, parents, child care providers and staff. This will be demonstrated daily in the way that our staff welcome and communicate with our children and families, forming relationships. Our connectedness to the children and families helps us to ensure that our program values the unique and diverse characteristics of the children's families, cultural practices and the community in which they live.

We will foster the engagement of ongoing communication with parents about the program and their children. We believe families are competent and capable and provide us with a rich understanding of their child. We recognize that everyday moments are rich opportunities to encourage a child's development, build self-esteem, thinking and communication skills, social and emotional well-being and the capacity for self-regulation. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate by encouraging children to openly express themselves in a safe, accepting environment. Children will be supported in developing strategies and discovering tools to help them express their feelings and emotions to develop resiliency. Descriptive praise will be used to acknowledge the children's positive behaviours, engagement and accomplishments.

We will foster the children's ability to explore, play and inquire through child-initiated and adult supported experiences. We will build upon the children's natural curiosity by observing their interests and providing activities to enhance children's experiences. We will create a positive learning environment and experiences in which each child's learning and development will be supported by providing inclusive, yet adaptable activities to meet the needs of all children.

Children's daily schedule and environment will incorporate indoor, outdoor and active play, rest and quiet time making accommodations to support the individual needs of all children. Within our environment we will provide enough activities to support both large group play and individual play. Some examples include centres such as sand and sensory, science, fine motor and manipulative, construction and blocks, writing, literacy/listening, creative art, everyday living, and neighbourhood/nature walks. Children who do not sleep at rest time will be accommodated with a variety of quiet activities.

We commit to fostering positive relationships with community partners and provide families with links to community resources. We believe that children benefit from respectful interactions with a variety of community members. We work collaboratively with other community agencies to ensure that all children are adequately supported such as Triple P

Positive Parenting Program, No Wrong Door Referral System, Community Quality Assurance, and participation on various committees.

We recognize the importance of and support staff and home child care providers to participate in learning as a continuous process. We provide opportunities such as Professional Learning Sessions and Networking, Professional Development Days, and Mentorship Programs. New staff and students are mentored through a thorough orientation process.

We will document and review the impact of the strategies set out in our goals for the children and families through open daily communications and opportunities for self-reflection. The success of our programs will be measured using a quality assurance process, (Meaningful Action Plan~ MAP) and parent feedback.

Reflective Practice

We commit to reflect on current best practices and to engage in professional development learning experiences, both individually and with colleagues. We believe it is imperative that our registered early childhood educators and other educators are knowledgeable and responsive to children, families and their community, as these flourish in social and physical environments where children will thrive. We are reflective practitioners who learn about children using various strategies. We listen, observe, document, and have discussions with families to understand their children as unique individuals. As reflective practitioner we will commit to the following reflective questions for each foundation in our practice this year.

Relationships

What more can we do to engage in responsive relationships with children, parents and families to support their emotional well being and sense of belonging while adhering to the current guidelines?

View of Staff, children and families

What more can we do to ensure that our environments, experiences and pedagogical approaches value children as competent, capable, curious and rich in potential?

What more can we do to demonstrate our view of families as competent, capable, curious and rich in potential? What more can we do to demonstrate how much we value our colleagues (educators/ support staff) as competent, capable, curious and rich in potential?

Supportive Behaviour Statement

Our program is designed to.

- Encourage the children to interact and communicate in a positive way and to support their ability to self-regulate,
- Foster children's exploration, play and inquiry,

- Provide child-initiated and adult-supported experiences,
- Plan for and create positive a learning environment and experiences in which each child's learning and development will be supported.

Child Care Algoma Board of Directors, Management and staff acknowledge that our program statement is a living document and will be modified as needed. All staff, students and volunteers will review the program statement through the orientation process, as well as yearly thereafter or if modifications are made.

Child Care Algoma's Program Statement has been reviewed and is supported by the Board of Directors.

Mission Statement

Child Care Algoma is a non-profit agency dedicated to being a leader in providing quality programs which support healthy early childhood development

Vision Statement

To strengthen the foundations for learning, behaviour and health of all children for future success

Membership

We offer you the opportunity to become a Member of the Corporation of Child Care Algoma. Members are individuals interested in furthering the Agency's purpose. It allows you to exercise voting privileges on matters that affect Child Care Algoma at our Annual General Meeting and opportunities to apply to become a volunteer member of the Board of Directors. There is no membership fee required. Employees may not be a member of the Corporation. We will require written notice of your interest in becoming a member of the Corporation.

Code of Ethics and Standards of Practice

These define the professional knowledge, expertise, ethical values and behaviours expected of early childhood educators as members of the College of Early Childhood Educators

Code of Ethics

- Responsibilities to Children
- Responsibilities to Families
- Responsibilities to colleagues and to the profession
- Responsibilities to the community and to society

Standards of Practice

- Caring and nurturing relationships that support learning
- Developmentally appropriate care and education
- Safe, healthy and supportive learning environments
- Professional knowledge and competence
- Professional boundaries, dual relationships and conflicts of interest
- Confidentiality and consent to the release of information regarding children and their families

Program Development

Programs will be evaluated regularly to reflect changes within the Child Care and Early Years Act and ideologies on Early Childhood Education and the organization. Parents will be informed of topics of interest and events that will take place throughout our programs. Our staff will take part in Professional Development and parents will be notified in advance of these closures, in order to make alternate arrangements for child care.

Introduction

Child Care Algoma holds licenses to provide child care services in a number of ways, one of which is the provision of Home Child Care. Independent contractors or “caregivers/providers” provide their own home as a location where they will care for children under a three-way agreement with Child Care Algoma, the parents and themselves.

Home Child Care provides quality care for children from birth to 13 years of age in a home atmosphere. The caregiver plans daily activities to ensure that each child enjoys active and quiet time, indoor and outdoor play and a routine that enhances the development of the child. Caregivers are visited regularly by the Child Care Algoma Home Consultant who provides support, resources and guidance. Caregivers are free to control the environment in which they provide child care, subject to the duties and obligations set out in the Child Care and Early Years Act., 2014.

Admissions Procedure

A parent or guardian who is interested in enrolling a child in Home Child Care must register at www.saultchildcare.ca. The Home Child Care office will email you an application and the enrollment information. A Child Care Algoma Home Consultant will refer the parent or guardian to an available caregiver and will assist in arranging a meeting between the parent and the caregiver. The choice of caregiver is entirely at the discretion of the parent or guardian. Parents of children enrolled who access fee subsidy must be working or attending school. Should your situation change, it is important that you notify the Subsidy Office. Early Years Services at (705) 759-5266.

Fee Payment

For specific fee schedule please visit our website at www.childcarealgoma.ca – Home Child Care

Payment Methods

- Pre-authorized exact payment through your bank or credit card by completing the payment authorization form provided by the HCC office
- Online banking - electronic bill payment through your bank – upon registering, please indicate and you will receive an email verifying your email address. Once confirmed, the business office will email you an account # to make online payments

Invoices are sent monthly.

Payment is due within 30 days. Refunds due to withdrawals will be issued on a case to case basis. For more information on payment options call (705)945-8898 Ext 241

***Overdue accounts may result in the loss of your child care space.**

Termination of Services

Two weeks' notice of termination is required. **Failure to give two weeks' notice will result in a two-week charge to your final invoice. You will be charged the final two weeks whether your child attends or not.** Membership is no longer effective when a child is terminated.

Sick/Vacation/Holidays

Regular charges will apply for any missed days including sick, vacation or absent. As a result of the Canada-Wide Early Learning & Child Care System (CWELCC) funding model, **regular charges will apply for statutory holidays** if your child is normally scheduled to attend care on the day of the week the holiday falls on.

Child Care Algoma programs will be closed on the following holidays. **New Year's Day ~ Family Day ~ Good Friday ~ Easter Monday ~ Victoria Day ~ Canada Day Civic Holiday ~ Labour Day ~ Thanksgiving Christmas Day ~ Boxing Day**

Waitlist & Enrolment Policy

Priority for enrolment will be in the following order. Please note that special circumstances may be considered at the direction of the Executive Director. Licensed Home Child Care Providers have the ability to choose children based on the fit for their program as well as from the waitlist.

1. Children currently enrolled in a Child Care Algoma program for a partial week, who have requested or are waiting for full week.

2. Children of full-time, permanent part-time or long term contract staff or member of the Board of Directors may be given priority.
3. Siblings of children already enrolled in the program.
4. Transfers from one program to another.
5. Transfers from private client to Child Care Algoma enrolled family.
6. Children on application site based on application date and the age of the child in respect to the next available day care space, and the location in which they live/work in relation to the licensed Home Child Care.

Child Care Algoma will not charge or collect a fee or deposit for the placement of a child on the waiting list for admission in our child care centres or home child care agency. Information contained on the application site will be shared with all child care agencies selected by the applicant, for the purposes of placing children in an available space. If a child has attended a child care centre in the past, information regarding outstanding child care fees may be shared between child care operators before a child is placed again. Information collected on this application form is subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Types of Care and Attendance Record

The hours and days of care are determined by the parent in conjunction with the caregiver. The caregiver is free to set his or her own hours of work and the following types of care may be available.

Fees are based on the following categories:

CODE	TYPE OF CARE	DESCRIPTION
FD	Full Day	6 to 9 hours
FDI	Full Day Infant	6 to 9 hours
HD	Half Day	Less than 6 hours
HDI	Half Day Infant	Less than 6 hours
HR	Hourly	Hourly
S	Sick	Regular Charges
V	Vacation	Regular Charges
ED2	Before or After School	Up to 2 hours
ED3	Before or After School	Up to 3 hours

ED5	Before or After School	Up to 5 hours
NP	Not Present	Child not present (parent is charged)
EH	Extended Hours (cost is NOT covered by subsidy)	Extended hours and Stat Holidays (if care is received)
H	Statutory Holiday	Regular Charges
X	Not Scheduled	No Charge

The caregiver's Attendance Record requires your signature at the end of each period.

Please check it carefully before signing. Parents / guardians can take a picture of the attendance or request a digital copy for their records.

The Approved Home

The Child Care and Early Years Act states that a maximum of six children under the age of thirteen may attend an approved Home Child Care location.

Only three of the children can be under the age of 2 years. This number includes the caregiver's own children under the age of four years.

Children's Clothing

Please leave at least one complete change of clothing for your child at the caregiver's home. Caregivers are not responsible for doing children's laundry. Children will be playing outdoors as well as indoors; during the winter months, please ensure your child has warm clothing including boots, snow pants, mittens, and a hat. During the summer months your child will need a hat and sunscreen.

Standing Bodies of Water

The use of and access to all standing bodies of water (e.g., ponds) and recreational in-ground/above ground swimming portable/"kiddie"/inflatable wading-type and hydro-massage pools, hot tubs and spas located on the premise of where the provider resides are **prohibited**, to the children under 6 years of age while under supervision during the provider's operating hours.

Field Trips

Upon consent, caregivers are permitted to take children on supervised field trips and outings (for example, a walk in the neighborhood). If a field trip is planned where alternate transportation is required, parents will be informed in advance and a separate authorization form must be completed.

Meals

Morning and afternoon snacks as well as lunch are provided for each child in attendance. If an additional meal is required, a fee may be charged at the discretion of the caregiver.

Nutrition

Within our programs we have children who have potentially life-threatening allergies (anaphylaxis) to certain foods, predominantly peanuts, nuts, eggs, and milk. To reduce the risk of accidental exposure, we ask that children do not bring any food from home.

If a child is on a special diet or is unable to eat certain foods due to cultural practices, please notify your provider. Special arrangements may be made for your child's meal. Children's special dietary needs and allergies will be posted in the program.

Infants and Toddlers

The parent / guardian is responsible for providing formula, cereals and other nutritional requirements for children not eating table foods. When a child can eat table food, the caregiver will supply the appropriate meals and snacks. The parent / guardian is also responsible for supplying the caregiver with adequate supplies of diapers, wipes, change pad and toilet training items for their infant or toddler. Immunization The Child Care and Early Years Act regulations stipulate that prior to admission each child must be immunized as recommended by Algoma Public Health.

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Health and Medication Administration

If a child becomes ill during the day, temporary care will be provided until the parent or guardian can be contacted, and the child can be taken home.

We ask that you please keep your child home if they are unable to function properly due to illness. It is not our intent to allow children who are truly sick to stay at the home child care program, but it is also not our intent to exclude children who are mildly ill (common cough or cold). We rely on parents to make good decisions regarding their child's health, so please do not send them to child care if they are sick. We rely on parents to make good decisions regarding their child's health, to prevent the spread of infection within our child care programs. We ask your co-operation in keeping your child home until they are symptom free for 48 hours before they return to the program if they have diarrhea/vomiting or as directed by Algoma Public Health.

If your child has been diagnosed by a physician as having a communicable disease, he/she may only return to the centre once they meet the requirements of Algoma Public Health's exclusion policy.

A child should not attend the program or will be notified immediately to be picked up if any of the following symptoms appear or occur:

- Fever of 100.5 F (38.3 C) or higher and other symptoms (i.e. rash, vomiting, etc.) or not well to participate in the program
- Persistent diarrhea
- Pain: any unexplained or undiagnosed
- Acute cold (fever, sore throat, green/yellow nose/eyes etc.)
- Difficulty breathing-wheezing or persistent cough
- Infected skins or eyes (mucus/pus draining) or undiagnosed rash
- Headache and stiff neck
- Severe body or scalp itching such as scabies or lice
- Vomiting
- Known or suspected communicable disease/illness such as chicken pox

Home child care providers will administer medication to children in accordance with Agency policy. This requires that parents complete a medication administration form, provide medication in the original container clearly labelled with the child's name, name of the drug, dosage, expiry date and detailed instructions for administration and storage of the medication. The caregiver can administer drugs and medication only when the parent / guardian has given detailed written authorization including the times and dosage to be given. If a child refuses to take his/her medication the parent will be contacted and given the option to come and administer the medication to the child themselves or to make an alternative plan to administer the medication when they are at home. Child Care Algoma will support the providers in not forcing a child to take their medication.

Child Behaviour Guidance & Prohibited Practices

Child Care Algoma believes that responsive relationships are paramount and that supporting children's internal capacity to self-regulate and engage in positive interactions is a goal. Our educators will support positive interactions with children, rather than manage or direct behaviors.

Child Care Algoma shall NOT permit:

- Corporal punishment of a child, including but not limited to
- Striking, shaking, shoving, spanking
- Requiring that a child maintain an uncomfortable position
- Forcing the consumption of food

Deliberate harsh or degrading measures to be used on a child that would humiliate or undermine a child's self-respect.

- Deprivation of a child's basic needs including food, shelter, clothing or bedding.
- Use of a locked room or structure to confine a child who has been withdrawn from other children
- Physical restraints
-

Supporting Regulation

Providers will promote the development of self-regulation in children through positive interactions. Providers will work to understand what is happening when a child is under stress and exhibiting challenging behavior. Providers will help children to cope and recover from stress allowing them to learn how to manage stress and challenging moments.

Periodically, some aggressive behaviour occurs. Behaviour which threatens the safety of the child, other children or adults are taken seriously. Parents will be notified of patterns of aggressive behaviour. At this time, we will ask for your partnership in addressing these behaviours. It may be necessary to withdraw the child from the program until appropriate referral and support are arranged. In some instances, permanent withdrawal may be necessary

Individualized Program Plans

An individualized plan is a written plan that indicates how the licensed home child care programs will support a child with special needs (developmental or medical) that is developed in consultation with parents and other professionals.

Students/Volunteers

Child Care Algoma volunteers and students will not have unsupervised access to children. Students and volunteers are supervised by a home child care provider at all time.

Attendance & Pick Up Process

The caregiver is not permitted to release your child to anyone you have not authorized. Please let the caregiver know if your child will not be in attendance. Your child must be picked up at the regular scheduled time. Please call the caregiver if you know you will be late. Parents arriving later than their scheduled pick-up time may be charged late fee at the discretion of the caregiver. **Emergency contacts will be contacted, and agency procedures will be implemented if your child is not picked up at the specified time or if you do not let your provider know the child will not be attending that day.** Communication with your caregiver is important. Taking a few minutes at drop off or pick up to discuss any changes or updates with your child will contribute to a successful day.

Arrival & Departure

This policy and the procedures will help support the safe arrival and dismissal of children in Licensed Home Child Care. This policy will provide Licensed Home Child Care Providers, Home Child Care Visitors, and Child Care Algoma with a clear direction as to what steps are to be taken when a child does not arrive at the home child care premise as expected, as well as procedures to follow to ensure the safe arrival and dismissal of children. The Licensed Home Child Care Provider is responsible for signing children in on the attendance record as children arrive at the home premises where care is provided. The Home Child Care Provider is responsible for ensuring any communication from parents/guardians related to drop-off or absences is noted daily on the written record.

Accepting a child into care

Where a child has not arrived in care as expected

1. Where a child who is enrolled with the Agency does not arrive at the home child care premise and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the Home Child Care Provider must:

- Contact the child's parent/guardian no later than one hour past the scheduled drop off time. The Home Child Care Provider shall call and leave a voice message or send a text message, at least once. If the Home Child Care Provider is not able to reach anyone to confirm the child's absence from care a second attempt will be made when possible.

Or

Where a child who is not enrolled with the Agency does not arrive at the home child care premise and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the Home Child Care Provider must:

- Contact the child's parent/guardian not later than one hour past the scheduled drop off time. The

Home Child Care Provider shall call and leave a voice message or send a text message.

2. 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 record.

Releasing a child from care

The Home Child Care Provider shall only release the child to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to. Where 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 the parent/guardian.

Where a child has not been picked up as expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by one hour past the regular scheduled pick up time, The Home Child Care provider shall ensure that the child is given a snack, if needed, and an activity, while they await their pick-up.

2. The Home Child Care Provider shall contact the parent/guardian to advise that their child is still in care and inquire about their pick-up time. If the Home Child Care Provider can not contact the parent/guardian, they will then proceed to contact the authorized individual responsible for pick- up.

3. Where the Home Child Care Provider can not reach the parent/guardian or authorized individual who was responsible for picking up the child, the Home Child Care Provider shall contact the Home Child Care Office.

4. Where the Home Child Care Office is unable to reach the parent/guardian or any other authorized individual listed on the child's file by one and a half hour past the regular scheduled pick up time, or as advised by the Home Child Care office, the Home Child Care Provider shall proceed with contacting the local Children's Aid Society (CAS) 705-949-0162.

Provider shall follow CAS's direction with respect to next steps. The Home Child Care Provider shall also advise the Home Child Care Office of CAS's direction.

Change of Enrolment

If your child's enrolment requirements change, please notify the Child Care Algoma Home Consultant at **least two weeks in advance**.

Emergency Contact Information

Please inform the caregiver of any changes in your telephone number(s) or emergency contact information.

Duty to Report

Child Care Algoma provides services to children and their families and therefore also has roles and responsibilities with respect to child abuse and neglect. The Child and Family Services Act requires that everyone who has reasonable grounds to suspect that a child needs protection, should immediately report the suspicion and the information on which it is based to the Children's Aid Society.

Serious Occurrence Posting

As an operator of a Licensed Home Child Care Agency, Child Care Algoma works diligently to ensure home child care locations provide a safe, creative, and nurturing environment for each child. Despite all the best precautions, serious occurrences can sometimes take place. The Ontario government requires Licensed Home Child Care locations to post information about serious occurrences that happen at each home child care location.

Emergency Procedures

In the event of an emergency evacuation and the necessity to relocate the Caregiver, Home Consultant, Site Supervisor, or Program Coordinator will notify parents.

Fee Schedule (effective Dec 31st, 2022)

Age Group	Full Day	Half Day	Before and After School		
Infant Under 18 months	\$19.85	\$11.35	Before School	After School	Before & After
Toddler/ Preschool	\$17.95	\$12.00			
JK/SK 4-5 years	\$17.95	\$12.00	\$11.40	\$11.40	\$12.00
School Age 6-12 years	\$38.00	\$21.60	\$11.40	\$11.40	\$21.60
Hourly Rate (per hour)					\$6.00

Child Care fees also posted on www.childcarealgoma.ca

Parent Issues, Concerns or Complaint Policy and Procedure

Child Care Algoma is committed to providing the highest quality of service to children and families. From time to time, the agency may receive a complaint about the quality of service related to its practices, the application of these practices or the manner in which situations must be immediately dealt with. CCA Complaint Policy has been developed to assist in understanding the complaint process.

Any complaint concerning the operational, physical or safety standards of the service that is considered by the service provider to be of a serious nature, including any report of adverse water quality is a serious occurrence and must be reported to the Ministry of Education.

Any complaint made by or about a client, or any other serious occurrence concerning a client, that is considered by the service provider to be of a serious occurrence and must be report to the Ministry of Education.

- Immediate action must be taken if a complaint is received concerning the operational, physical or safety standard of our service including a complaint concerning staff, provider and/or programming.
- Child Care Algoma board, management and staff will take every complaint seriously and will review, evaluate, take appropriate action and respond to the complaint in a timely manner.
- Dissatisfaction with the outcome of a decision is not a complaint. The complaint procedure is not another form of reconsideration. If the agency receives a complaint for which the appropriate action to take is to apply for reconsideration, Program Coordinator will advise and referred accordingly.
- As part of Child Care Algoma’s commitment to quality service, the following pages outline the approach of addressing written complaints about its processes and quality of service received by the public. Complaints not received in writing will be dealt with on a case-by-case basis in a manner that the Program Coordinator and Executive Director or designate deems appropriate.
- Written complaints or inquiries can be sent via regular mail, courier or email.
- This policy does not affect the right to raise concerns if not satisfied with the results provided by the agency.
- Every issue and concern will be treated confidentially.

Timeliness A response to a written complaint will be provided in writing within 5 business days after complaint is received. Telephone messages will be returned with 1 business day. Unless otherwise specified, these timelines apply to all headings under the complaints policy.

Nature of Issue or Concern	Steps for Parent/ Guardian to Report Issue or Concern	Steps for Provider, Home Consultant or Site Supervisor in Responding to Issue or Concern
Program Related (schedule, sleep, routine, toileting, indoor/outdoor play, feeding arrangements, hours, menus)	Raise the issue or concern to the Provider or Home Consultant directly.	Address the issue or concern at the time it is raised or arrange for a meeting with the parent/guardian within 2 business days.
General, or Home Child Care or	Raise the issue or concern to the	

Operations Related. (fees, hours, staffing, wait lists)	Home Consultant, Site Supervisor or Program Coordinator directly)	Document the issue or concern in detail. Documentation should include:
Staff, Parent, Supervisor and/or Licensee related	Raise the issues or concern to the individual directly or the Home Consultant, Site Supervisor or Program Coordinator All issues or concerns about the conduct of the Provider, parents that put a child's health, safety and well-being at risk must be reported to the supervisor as soon as parents/guardians become aware of the situation	-Date and time the issue or concern was received -Name of person who received the issue/concern -name of person reporting the issue/concern -Details of the issue/concern -Steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Student/Volunteer related	Raise the issue or concern to the Provider responsible for supervising the volunteer or student or the Supervisor or Program Coordinator All issues or concerns about the conduct of a student and/or volunteer that puts a child's health, safety and well-being at risk must be reported to the Site Supervisor as soon as parents/guardians become aware of the situation	Provide contact information for the Home Consultant, Site Supervisor or Program Coordinator if the person being notified is unable to address the matter. Provide a resolution or outcome to the parent/guardian who raised the issue/concern

Escalation of Issues or Concerns

Where the parent/guardian are not satisfied with the response or outcome of an issue or concern, they may escalate the concern verbally or in writing to the Executive Director. Issues or concerns related to compliance with requirements set out in the Child Care and Early Years Act, (2014) and Ontario Regulation

137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues or concerns may also be reported to other relevant regulatory bodies (e.g. Ministry of Labour, Fire Department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Work, etc.) where appropriate.

Inclusion Statement

We are committed to creating a welcoming, inclusive, and respectful environment for all children, families, providers, staff, and community partners. We value diversity and believe that every individual has the right to feel safe, supported, and included.

We strive to remove barriers to participation and provide reasonable accommodations to support individual needs, in collaboration with families, providers, staff, and community resources. Through open communication and shared responsibility, we work together to ensure meaningful, inclusive experiences for everyone in our programs.

It is expected that providers and staff be treated with respect and kindness.

Behaviour or language that is disruptive, abusive or threatening will not be tolerated and may directly affect your child care service

Provider Information	
Provider's Name	
Contact Number	
Email Address	
Address	
Spouse's Name	
Ages of Children Currently Enrolled	
Pets?	☐ Yes ☐ No
Pet Names?	
Transports Children?	☐ Yes ☐ No
Neighborhood Parks/Schools	
Notes:	

Home Child Care Office	
Contact Number	705-945-8898 ext 263
Supervisor	hcc@childcarealgoma.ca
Consultant	hccb@childcarealgoma.ca