

HOME CHILD
CARE AGENCY



INTELLIGENT LEARNING STARTS HERE

PARENTS' MANUAL

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Dear New Family,

Welcome to iLearn Home Child Care Agency, a unique child care serving Dufferin County and surrounding areas. We hope your time here with us will be a happy, healthy and productive one for you and your child (ren). We are pleased that you have chosen iLearn for your family's needs and will work towards giving your child a fulfilling and enriching experience. It is our desire and purpose to facilitate learning through play for the children in our program – encouraging them to develop socially, emotionally, cognitively, physically and creatively. The information contained in our handbook is very important. Please read it carefully. Upon enrollment, we will ask you to acknowledge by your signature that you have read and understood the contents. As such, please feel free to ask about anything that is unclear. If you at any time have a question or concern, you are encouraged to speak to the Director who will clarify the issue or resolve the problem efficiently. It is our desire for all of our families to not only be content and confident with the childcare they are receiving, but to know that they are part of a special organization that strives to go beyond where most child care agencies do. We look forward to getting to know you and your child better.

At iLearn, we believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person or by other means (e.g., HiMama child care software, notes, posting information on bulletin boards, emails, social media updates). Each child's success in our program is important. Our providers will share information with parents/guardians regularly. We are eager for parents/guardians to share your knowledge about their child's learning strengths and preferences and day-to-day experiences. We invite parents/guardians to collaborate and work together with us to ensure we are providing the best possible learning experience for each child.

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ABOUT OUR CENTRE

a) Philosophy/Program Statement

iLearn Home Child Care Agency believes in the importance of quality care when educating young children. iLearn Child Care is committed to strengthen the quality of care provided for children and strives to provide a natural environment where children are able to express their capabilities and curiosity. Our curriculum is developed to reflect children's interest, abilities and needs and allows each child to develop at their own pace. Children are encouraged to reach their maximum potential while experiencing secure, stimulating, healthy and enjoyable opportunities to help their growth. Children are provided with activities and programs that get them involved and maintain their focus to help build their problem solving skills, creative thinking and understanding of others and the world around them in a language rich environment. iLearn Child Care respects each individual child and their families and encourages family/educator communication and interactions. We respect the importance of family ties and traditions and strives to continue to strengthen the bond between home life and school life and continue to build positive learning experiences for each child for success in school and the future.

iLearn believes in:

- Providing a safe, nurturing environment for children to grow in.
- Setting up our environment in a way that is conducive to learning. Providing opportunities for small group experiences help foster creativity and encourage each child's natural curiosity and desire to explore and learn.
- Integrating areas such as numeracy, literacy, arts, drama, science and gross motor into all activities.
- Having all of our staff participate in each child's play experiences as nurturers and learning partners.
- Observing and documenting all the varying milestones in each child's life help ensure age appropriate development. As each child learns at his/her own pace, the use of individual portfolios, posted observations and photographs enhance each child's daily experiences.

iLearn believes that children learn best through active play experiences, rather than through guided or sequenced activities. Our providers continuously adapt to promote these experiences and are trained to participate as play partners in children's activities to help guide us in their learning. We believe that children learn best by pursuing their personal interests. Our environments encourage children to make choices about a wide range of natural materials and activities throughout the day. As they pursue their own choices and plans, they will explore hands-on learning by beginning to ask and answer questions, problem-solve, and learn how to interact and socialize with their peers.

All children are naturally capable learners. We believe their ideas and experiences are important components to the environment. We, at iLearn, believe that our natural interactive curriculum and environment are consistent with our understanding of how we feel children learn and grow.

These early years are the times when children develop a sense of self-worth and belonging. By developing their self-esteem, a solid learning foundation is built. The licensed age range for this program is from three months up to, and including, four years. We offer full-time and part-time programs.

Our homes are:

- Offer creative surroundings
- Natural daylight
- Enhanced programming with activities such as yoga, dance, art, music, languages and organic gardening

ILearn Home Child Care is consistent with the Ministry of Education's policy by operating a program that constitutes high quality child care, early years programming and pedagogy that supports children's learning and development. Our mission to provide an environment rich in purpose and experience so as to inspire, motivate and empower children to reach their full learning potential is achievable through implementing the four foundations of early learning: belonging, well-being, engagement and expression.

Belonging:

Goal for children:

Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Program expectation:

Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

- a) Support positive and responsive interactions among the children, parents, child care providers and staff;
- b) Encourage the children to interact and communicate in a positive way and support their ability to self regulate;

Approaches to accomplish this goal:

Our home child care providers, ECE home visitors, volunteers and students are encouraged to:

- Use a warm and caring manner through body language as well as words – how we touch, carry, and move children through daily routines sends a strong message.
- Capitalize on opportunities for one-to-one interactions during daily routines (e.g., for infants and toddlers: diaper changing, dressing to go outdoors, and feeding/meal times are ideal opportunities for making connections and building relationships).
- Discover the unique characteristics and gifts of each child by talking with his or her family, observing, and documenting (e.g., in addition to what the children are interested in, notice what

brings them joy and how they relate to others and to the environment around them; to support inclusion, consider each child's capabilities rather than focusing solely on his or her needs and deficiencies).

- Rather than reprimanding children for undesirable behaviours, assist them in finding new ways to achieve their goals (e.g., look for the root cause of behaviour; reduce stressors; support children's efforts to initiate and join in play with others; notice, acknowledge, and document positive interactions and attempts at self-regulation and share the information with children and families to gain new insights).
- Helping all children in the program to gain a clearer understanding of the capabilities and challenges of others is a way to build their social competence. The ability to value the differences of others is strengthened both for typically developing children and for children who require additional support.
- Build connections between the home and the program by communicating with families using multiple means (e.g., At ILearn we write a daily report for each child. This note allows parents to know how their child ate, slept and played during their time at daycare. This documentation allows families the opportunity to extend learning at home.
- Parents are encouraged to access iLearn's website, email updates are sent when required and providers may choose to set up a documentation panel where families can find out more about their children's experiences

Well Being

Goal for children:

Every child is developing a sense of self, health, and well-being.

Program expectation:

Early childhood programs nurture children's healthy development and support their growing sense of self.

- a) Promote the health, safety, nutrition and well being of children;
- b) 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 care

Approaches to accomplish this goal:

Our home child care providers, ECE home visitors, volunteers and students are encouraged and to:

- The health, safety nutrition and well-being of the children in our programs is our primary focus. Our goal is for all children to develop a sense of self, health and well-being that they are able to bring with them into their later years. We recognise the significance of the early years in children's development and strive to provide children with a strong foundation.

- Providing nutritious snack and meals based on Canada's food guide
- Involve children and families in meal choices: respecting cultural and family preferences
- provide children opportunities to participate in meal preparation (e.g., baking activities)
- Home child care allows for a family style eating atmosphere. Portion sizes are responsive to children's cues of hunger and fullness
- We are sensitive to dietary restrictions and food allergies
- Children are encouraged to participate in physical activity in an effort to reduce the amount of time spent in sedentary activities
- incorporating opportunities and time to practise self-help and self-care skills based on each child's capabilities throughout daily routines and activities;
- providing regular daily opportunities (responsive to individual capabilities) for children to be physically active and explore the world around them with their bodies, minds, and senses;
- Create safe and stimulating outdoor spaces for intentional active play that is individualized and adapted as needed to support children's varied abilities, offering challenges that are within each child's ability to master;
- facilitating children's efforts to take reasonable risks, test their limits, and gain increasing competence and a sense of mastery through active play and social interactions
- Completing a daily health check through communication with families to understand the child's state of health entering the program and continually monitoring their health during involvement in program.
- Ensuring that iLearn's health and safety practices follow guidelines set by Public Health Unit.
- Providing at least 2 hours of outside time daily, weather permitting
- Providing an array of experiences throughout the day.

Engagement

Goal for children:

Every child is an active and engaged learner who explores the world with body, mind, and senses.

Program expectation:

Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.

- a) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- b) Foster the engagement of and ongoing communication with parents about the program and their children c) Involve local community partners and allow those partners to support the children, their families and staff;

Approaches to accomplish this goal:

Our home child care providers, ECE home visitors, volunteers and students are encouraged and to:

- design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning;
- connect with families and communities and inviting their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives;
- provide a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate;
- plan daily routines (the flow of the day) with limited interruptions and transitions to maintain a sense of calm and simplicity for infants and toddlers, and providing ample opportunities through large blocks of time for older children to engage in sustained, complex play and inquiry;
- Participate with children as a co-investigator, co-learner, and co-planner rather than as director or "keeper of knowledge" and "keeper of the plans" in a way that is separate and apart from the children;
- continuously questioning and testing their own theories and strategies and seeking new ideas to facilitate children's exploration and understanding of the world around them in meaningful ways;
- working with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices (as recommended by a regulated health professional);
- ensuring that the spaces and experiences provided promote play and inquiry that will help children discover and develop an increasing awareness and understanding of key concepts, including those associated with literacy and numeracy development;
- documenting and making children's thinking, learning, and competence visible to children, families, and others

Expression

Goal for children:

Every child is a capable communicator who expresses himself or herself in many ways.

Program expectation:

Early childhood programs foster communication and expression in all forms.

- a) Foster children's exploration, play and inquiry
- b) Provide child-initiated and adult-supported experiences

Approaches to accomplish this goal:

Our home child care providers, ECE home visitors, volunteers and students are encouraged to:

- be attuned and responsive to children's varied cues and communications;
- engage in authentic, reciprocal communication with children, where children participate as both initiators and equal partners;
- facilitate successful communication between children by helping children listen to and express themselves to one another;
- document children's communication to help them revisit thoughts and ideas expressed in order to extend their understanding;
- provide time, space, and materials to encourage expression through creative materials that reflect children's capabilities as well as their social and cultural background
- engage and cultivate children's connections with stories and books in a variety of contexts (e.g., by sharing books and telling stories with individuals, small groups, and large groups), and for a variety of purposes (e.g., to foster close relationships, explore and play with language structures, recount past events, research ideas, spark conversations, and connect with cultural traditions);
- weave language- and literacy-related activities and materials into all daily experiences, routines, and physical spaces;
- work with families and community members to find ways to support and enrich the transmission of language and culture;
- become aware of the many "languages" children use to communicate and providing individualized support so children of all abilities can express themselves and be heard;
- reflect continuously on and seek to improve their own communication strategies and techniques for facilitating responsive, authentic conversations with children and families

Prohibited Practices

iLearn Home Child Care wants to ensure each child has a safe and positive experience that promotes their healthy growth and development. ECE Home Visitors will observe caregiver interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions.

The following practices are prohibited at all times in our caregiver's homes:

- a. corporal punishment of the child;
- b. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c. locking the exits of a 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.

Status

iLearn Childcare Development Centre is licensed by the Ontario Ministry of Education and follows all guidelines set out in the ***Child Care and Early Years Act***.

We at iLearn are governed by all legal requirements outlined in the Province of Ontario's Child Care and Early Years Act. We ensure that we are meeting all standards each day. We have regular unscheduled licensing visits by the Dufferin County licensing advisors throughout the calendar year, to ensure we are meeting all criteria. This is how our licence is renewed each year.

Staffing

All our home visitors are Early Childhood Educators registered with the College of Early Childhood Educators. The director manages the daily operation of the agency and is also ECE qualified and registered with the College of ECE.

Providers

iLearn is proud to support incredible independent contractors to provide high quality inclusive, developmentally appropriate and caring child care services. Providers are our neighbours and community members who have opened their homes to provide child care. Through their partnership with iLearn they show their commitment to continued professional learning, quality child care and business ethics. Providers are encouraged to use the professional resource developed by the Ministry of Education, How does learning happen? Ontario's pedagogy for the early years to plan activities that facilitate learning through play and provide a balanced program that supports children's optimal development.

All providers are full screened and trained before being able to provide child care services with iLearn. Providers are monitored on a regular basis and required to complete a minimum of 12 hours per calendar year of training.

Supervision Policy

Students/volunteers are not permitted to be left alone with the children and are not to be counted in staffing ratios at any time. All students/volunteers will review all iLearn Policies including, but not limited to: Behaviour Management, Anaphylaxis Policy, Individual Anaphylaxis Plans, and Emergency Procedures, prior to their start date, whenever any amendments are made, and annually, with a sign-off confirmation. All staff/students/volunteers have an intensive orientation session with the Director/In Charge staff prior to starting work/placement. All students/volunteers are informed of all children with allergies/sensitivities and anaphylaxis reactions and receive EPIPEN training prior to entering the classroom. Students/volunteers sign-off on both the policy and the training. Criminal reference checks and immunization records must be carried or on file with all students/volunteers.

Hours of Operation

We operate daily from 7:00am to 6:00pm throughout the year Monday to Friday, except as indicated below. Our providers are also able to adjust their work schedule to fit their days too. This may mean at times our providers can operate from 8:00am to 5:00pm. These hours are usually discussed before care starts so everyone understands the daily schedule and operation. We are closed on all statutory holidays. Our offices are open from 9:00am to 4:30pm from Monday to Friday. The office is closed on all statutory holidays.

Programs

We offer both full-time and part-time full day programs for all ages. We operate during the summer as well as during March break. All children are provided with a morning and afternoon snack as well as a lunch, when attending full days

We also offer a half day programs. The programs run for up to 3 hours per day or 3 to 6 hours per day.

There is a flat weekly fee with no adjustments made throughout the year (e.g. no exemptions for holidays, vacation or sick days) Please note that fees are not refunded due to illness or vacation.

Canada Wide Early Learning and Child Care Program

iLearn is a proud member of the Canada Wide Early Learning and Child Care Program (CWELCC)

The current fee reduction for 2023 is 52.75%. Please see our fees for current base fees that reflect CWELCC.

Fees

Our current base fees (***)subject to change with 30 days written notice) are as follows:

A one-time non-refundable registration fee of \$100 is required to secure a spot for your child.

2023 Parent Fees-Current Fees

Program	3 months- 18 months	18 months – 3 years	3 years – 6 years
Monday-Friday	\$22.20/day (\$111/ week)	\$18.90/day (\$94.50/week)	\$18.90/day (\$94.50/week)
2- 4 Days per week	\$25.98/day	\$20.79/day	\$20.79/day
3 to 6 hours per day	\$18.42/day	\$13.70/day	\$13.70/day
Before/Afterschool	\$12.00/day		

Non Base Fees: Late fee of \$1.00 per minute. (see late fee policy)

All families enrolled with iLearn Home Child Care are required to pay for childcare based on the submitted schedule request form. Fees are billed proactive of care being provided. Our requirement is that accounts be paid in full by the invoice due day. If for some reason you require an extension, a formal request must be made to the office before your account is past due. Payments are accepted by EMT to info@ilearnhcc.com (registered for auto deposit, no password required).

***We raise our fees annually to reflect changes in operating costs of the program.**

Adjustments for a particular period (overpayments or underpayments due to changes in provider availability/error) will be made on the next transaction date. It is your responsibility to make certain that we are fully aware of your care needs in advance to assist with ensuring accuracy in our calculations.

ENROLLING YOUR CHILD

a) Application Procedure for Waiting List

Parents/guardians are invited to make an appointment with the Director who will explain the program and answer any questions. A scheduled tour of the provider’s home can be conducted so you may meet the provider, observe their interactions with the children and view their home. If you wish your child to be placed on the waiting list, a request for enrollment form must be completed. The Director will contact you when/if a space becomes available. Please note that there is no fee to be on the waitlist.

Admission Procedure

Once a place for your child has been confirmed, you will be required to complete a registration package for your child, including a medical form with a record of immunization, and an emergency contact form. Once accepted, we will request a two- week deposit to be held until the child starts.

This fee will be used towards the first two weeks of when care begins. ILearn will accept new children when there are vacancies, on a first come, first serve basis, giving priority to siblings of children currently enrolled. No family will be discriminated against on the basis of race, language, culture, gender or sexual orientation or special need. We strive to ensure:

- That other organizations in the community have information, which includes pamphlets and posters, about the agency
- That a waiting list is maintained for each age group
- That we keep the waiting list current by contacting families on it every three months to see whether they are still interested in the program
- That we offer only the highest quality childcare
- That we advocate for all children.
- That we offer a home tour, and entrance transition to all families and children coming into the home

c) *Disruptive Children*

As per our behavioural policy, please note that should a child enrolled be continually disruptive to the functioning of the program, the Director will consult in private with the parents/guardians. If sufficient improvement is not observed by the Director and/or the staff at the home within one week, the Director reserves the right to seek an external consultant's assistance in evaluating the child. If the parents/guardians do not give their permission to do so, then we will ask that the child be withdrawn from the home within two weeks.

d) *Receipts*

Income tax receipts will be issued at the end of each calendar year. Receipts for monthly fee deposits will be issued in the year that the deposit is applied to the last month's fee.

e) *Withdrawal Policy*

A two (2) week prior written notice to the Director for the withdrawal of the child (ren) is required. If your child does not show up for 15 days (without proper communication in writing to the director), your child will be considered withdrawn from the program. If there are concerns between the provider and child/parent, we will do our best and try several attempts to resolve any issues/concerns that are fair and agreeable to both the provider and family. If for some reason and agreement cannot be made, the provider may request to terminate child care and a two week notice will be given to the family to terminate child care.

f) *Immunization*

Your child's health is of major importance to all of us. Upon enrollment, a copy of your child's immunization record or a signed Ministry-approved affidavit form excluding your child from immunization must be submitted for our files. An update must be submitted after every immunization booster. You can email a scanned copy to the office.

Note: your child cannot attend care until we have an up-to-date immunization record or affidavit on file

g) Sleep

It is the policy of Ilearn to ensure that:

- Infants' sleep and rest periods are based on their own schedules
- Each toddler and preschool child enrolled is permitted to sleep, rest or engage in quiet activities based on the child's needs.
- children will be assigned to individual cribs or cots in accordance with this Regulation

Each child will be offered a sleeping cot for nap time. Children under the age of 18 months will sleep in a play pen. Parents are welcome to provide a sleeping toy and blanket. Infants under 12 months will be placed on their backs to sleep.

While not all children need a midday nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week.

The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required.

Toddlers and preschoolers who regularly sleep have a rest period not exceeding two hours in length. Monitoring sleeping children reduces the risk of harm/injury as caregivers can look for"

- Signs of distress
- Behaviours during sleep
- Changes in sleep patterns

Special instructions

Sleep and rest time should be of such duration that normal sleep patterns at home are not disrupted. Programs should take into consideration instructions from parents regarding their children's sleep and rest period. These instructions should be followed as closely as possible but the provider also needs to take into consideration the need of the individual child.

If a parent has provided instructions for the child not to sleep during the day but the child is falling asleep at the table, the provider should provide a rest period for this child. The provider can explain to the parents that the child required a nap that day because the child was unable to stay awake.

Supervision

All children that regularly sleep and rest at the home child care setting will:

- Be monitored by the provider, including direct visual checks four times throughout each two hour sleep and rest period. The number of daytime sleep and rest periods applies to the age and need of the child.
- Be monitored ensuring sufficient light in the sleep/rest area to conduct direct visual checks.
- Have the direct visual checks documented by initial on the sleep monitoring form. The completed sleep monitoring form is submitted with attendance forms to the agency office bi-weekly.
- Have any significant change in sleep pattern or behaviour observed while the provider is conducting the direct visual checks documented on the “sleep monitor” form and communicated to the parent/guardian. Adjustments, if applicable will be documented on the child’s application form and the provider will be notified by the ECE home visitor.

OUR COMMITMENT TO YOUR FAMILY

a) Health and Safety, and the Environment

In accordance with the Child Care Early Years Act, every effort is made to provide a safe and healthy environment for the children and staff. At iLearn, we go above and beyond the ministry requirements. Given what is at risk, there are good reasons to take precautionary action, as there is growing concern about the effect that exposures to toxic chemicals and hazards in indoor and outdoor environments can have on prenatal and child health. At iLearn Childcare, we seek to create a program with environmental considerations natural/sustainable products. We also strive to recycle products and to use email and other forms of communication to reduce paper waste. Infection control procedures for allergies (i.e. milk, peanuts) are posted in each home, along with a picture of the child (ren) affected. Children are also encouraged to practice good dental hygiene, and parents/guardians, if they choose, can provide us with toothbrushes and non-fluoridated toothpaste to be used after meals. If you have specific needs for your child (ren), please let us know and we will do our best to accommodate your needs.

b) Emergency Procedures/Home Closures Due to Weather

Even with the best precautions, accidents can happen. In case of emergency medical care, the provider and/or director will call the parents/guardians immediately and transport the child to the Hospital. For this reason, it is imperative that we have on file:

- Up-to-date home/work/mobile telephone numbers.
- Names and telephone numbers of at least two other adults we can contact in an emergency.
- Signed consent for emergency transportation and treatment card.

The agency has a procedure regarding fire drills/lock down drills that must be followed in case of an emergency. These drills are conducted on a regular basis. In case of emergency, the children must

vacate the home to the “EVACUATION SITE”. In case of Emergencies, staff will contact parents/guardians by phone after the children are moved to safety. Every effort will be made to call the parents/guardians as soon as possible if the closure happens during the day. In the event of any natural disaster (i.e.: severe weather warnings, power failure, flood) the home is not able to operate and will remain closed until it is deemed safe. In these situations, fees will not be reimbursed. Again, every effort will be made to contact parents/guardians as promptly as possible. If the provider is not feeling well or needs to be off, the provider will contact the parent and agency as soon as possible. If able, a back- up provider will be able to provide care for your child. If you choose to not use back-up care then you will not be charged for the days you did not use back up care.

c) Cuisine

Our providers offer a morning snack, afternoon snack and a homemade lunch each day to children in care. The meals are served ‘family style’ in small groups. Alternate menu items are provided for children with allergies or dietary restrictions. Please let us know, in writing, what your preferences are for your children. Menus are on a four week rotation and follow Canada’s Food Guide. Not all homes provide a nut free environment. Some provider’s are able to offer meals that suit specific dietary needs and restrictions (eg. Halal, vegetarian etc). This is something that will be discussed with the provider and parent before care starts. If providers are unable to accommodate your child’s dietary needs you may be able to provide nutritious meals for the provider to serve to your child. We ask that any food brought into the home respects those in care at the home (children and provider) and follows Canada’s Food Guide. Parents will be required to complete a feeding form for infants 12 months of age and younger. Infant feeding should be flexible and adapted to each individual child's needs. Parents/guardians are required to supply food and bottles for their child until the child is able to eat table food and drink from a cup. Bottles and food supplied by the family must be labelled even if your child is the only child in care – this is a Ministry licensing requirement. The gradual introduction of solid foods, beginning sometime between four to eight months, is recommended for optimum growth and development. The parent/guardian, in consultation with the child's doctor, will determine when to introduce solids to the infant's diet. This information will be provided and recorded on the Infant Feeding Chart. If you have not received one with your registration package, please ask for one. Your provider will need this before care begins in order to keep the child on his/her regular schedule. Feeding instructions will need to be updated on a regular basis in consultation with your provider.

d) Behaviour Management

A child’s behaviour is managed in a positive manner, appropriate to his/her age and actions. This may include re-directing the child to another activity, or giving him/her choices and explaining their actions as well as teaching the child strategies to resolve conflict on his/her own. If your child’s provider has any concerns regarding the child’s behaviour, it will be discussed directly with the parent/guardian by either the provider and/or home visitor. No form of corporal punishment is ever allowed.

e) Child Abuse

Child abuse is defined as any form of physical harm, emotional deprivation, sexual mistreatment or neglect, which can result in injury or psychological damage to the child. Abuse can be either actively hurting a child or passively failing to take proper care of a child. ILearn’s provider and staff have the

responsibility to protect the children in its care. It is a requirement by law to report any suspicion of child abuse.

Children in care should not be left alone with anyone other than the provider and home visitor. Providers, under no circumstances, should leave children unattended including leaving the child with other members of the household.

f) *Serious Occurrence Policy*

The safety and well-being of our children is the highest priority. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place. A serious occurrence could include serious injury, fire/other on-site disaster, or a complaint about service standards. Currently all agencies are required to report serious occurrences to the Ministry of Education, which is responsible for licensing. Agencies are required to post information about all serious occurrences. The posting, hung in a prominent location for 10 business days, will provide parents with information about the incident and outline follow-up actions taken and the outcomes. Please note the privacy of all individuals involved will be protected. Long-term actions taken by the operator will also be included to prevent similar incidents in the future. The posting of the "Serious Occurrence Notification Form" (SONF), provides greater transparency for parents and supports the safety and well-being of children. In the event of Allegations of abuse, postings are only provided once the Children Aid Services (CAS) has concluded its investigation and the allegation is either verified or not verified; or CAS has determined that an investigation will not be conducted; and the Ministry has investigated any associated licensing non-compliances. Once investigations are completed, the form will provide clear, concise information, confirmation whether CAS conducted an investigation, and identification the Ministry conducted an investigation into licensing compliance.

The form will identify whether:

- CAS has/not verified the allegation
- Operator has taken action on any other directions given by CAS, if applicable
- The operator has addressed any associated licensing non-compliances identified by the Ministry, if applicable.

In the event of Complaints, once the operator has filed a serious occurrence report, verified the complaint and has taken actions to address the issue, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence. If the complaint has not yet been verified, the SONF will not be posted within 24 hours. It is posted only when verified.

g) *Anti-Bias and Anti-Violent*

iLearn supports and encourages an anti-bias environment, free from prejudice, stereotyping and bias. We support this approach to challenging prejudice through our policies and curriculum. It is necessary for each individual to actively intervene to counter the personal and institutional

behaviours that perpetrate aggression. Should anyone observe or experience any conduct that is in violation of human rights, please inform the Director immediately. iLearn has a zero tolerance for violent play, toys or videos. Parents/guardians are asked that children not bring these items into the homes.

h) Status Updates

We always keep open communication between the staff and parents/guardians. We will hold parent/teacher interviews during the “school year” to discuss your child’s progress. ***i)***

Separation Anxiety

It is normal for children, especially younger children, to go through an adjustment period. To make the adjustment period a gradual one for your child, we suggest that children be introduced gradually over a few days. We suggest that, if it is your child’s first experience in daycare, his/her first visit will be only three hours long. On the first days at the home, a parent/guardian or someone on the Emergency Contact List should be available during the day for early pick up. We recommend that you talk to your child before coming to the care to prepare him/her. Picking up your child early for the first few days will help your child to understand that you will return and he/she become more comfortable. Some providers find it helpful if you leave a family picture so we can post it at the home, or leave something of yours for your child to hold during the day. All children adjust differently and it is recommended that observe changes in your child’s behaviour. Some children may cry. Others still have toileting accidents, and change their sleep patterns and/or appetite. Some children jump right into the program and others will be more cautious and observant. Your child’s provider will be available to work with you to ensure your child’s transition period is a positive experience. There will also be changes for you as a parent/guardian during this time. When picking up or dropping your child, it is always a great opportunity to talk to the provider about any special or unusual events at home that will affect the child’s daily routine.

j) Toilet Training

We work with you to help teach the children good toileting techniques and practices. If toileting goals have not been achieved, we will meet with you to discuss options. It is important that we have consistent parent/guardian cooperation throughout the process for us to work together to help ***children achieve their goals.***

Some signs your child is ready include:

- Dry “pull up” for extended periods of time (overnight or for over 4 hours)
- Communicates that he/she wants to “use the potty” or “needs to go”
- Hides in a corner showing awareness of the need to go
- Asks for you change wet or soiled training pants
- Wants to sit on the toilet.

Please speak to your child’s provider to work out a strategy for a consistent routine to ensure the success of this critical stage in his/her development. We will create an environment that is reassuring and positive to children. If your child is in the process of toilet training, we encourage parents/guardians to provide a knapsack with a few changes of clothing (shirts, pants, underwear and socks) and shoes because accidents are common before five years of age. Our providers will inform parents/guardians when supplies are running low. Please replenish supplies before they run out. In the event that your child does not have extra underwear and has a toileting accident, parents/guardians will be contacted to pick up the child. We may not be able to accept children who do not have the appropriate supplies. We ask that, in order to make certain our program starts on time, you take your child to the washroom upon arrival.

k) Parent Concern Policy

Parent's/Guardians are encouraged to take an active role in our home child agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff and foster engagement of and ongoing communication with parents/guardians about the program and their children. Our home visitors are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by ILearn and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses to outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within **2** business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigation of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

Conduct

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to

OUR PROGRAM

a) Daily Routine

Routine is important for young children and helps develop feelings of security and order. Each home has a general schedule that includes time for indoor and outdoor play, lunch and snacks, hygiene and structured activities. This schedule is posted daily for both adults and children. We believe that small children benefit greatly from a quiet rest period every day, usually after lunch. If a child chooses not to sleep, activities will be available for him/her to engage in quiet play. A bed/sleeping cot is provided by the agency. All bedding is sent home every week to be washed. You are free to send your child with a favourite soft toy and pillow and blanket to help encourage resting. In accordance with the CCEYA, the children must spend two one-hour periods each day

outside. In the winter, we will not go out if the temperature/wind chill factor is below –15 Celsius. Children will be inside before it gets dark. In the summer, we will not go out if there is a smog warning or heat alert exceeding 27 degrees Celsius. If we do go outdoors on these smoggy days, it will be for short periods. We will have plenty of liquids to drink, and will engage in small group activities in shaded areas, or water play activities.

b) Program/Activities

Each month we email a newsletter and a calendar outlining activities in which the children will be involved during the coming month. A planned development program is designed around weekly themes. Areas covered include creative/art, science, dramatic play, cognitive, gross motor, sensory, music, and social emotional. The program is based on age-appropriate goals to aid in development of communication skills, social skills, organization, the ability to problem-solve, as well as fine and gross motor skills. Children can move freely from one to another during free play, or may all participate together in a planned activity. The weekly program is posted in each home. Parents/guardians are always encouraged to discuss their child's development with the teachers

Goals and Expectations

Studies have shown that the most important stage of life for learning and development is from birth to 6 years. During that period the groundwork for future learning is established. When children are playing, they are 'working' to learn all about the world around them. ILearn is dedicated to caring and encouraging your child (ren). Activities are carefully planned and the environment structured for development and learning. We aim to promote the individual child's self-esteem and independence, while fostering the child's identity as part of a group and community. ***c) Home Visits***

Our home visitors perform monthly, unscheduled visits to the provider's homes. These visits are to:

- ensuring the transition of new children starting care run smoothly. This allows the home visitor to meet the child and family. Once a child starts care, home visitors will visit your child within their first week of care to ensure all paperwork and supplies are completed and available. The home visitor will also contact the parents to introduce themselves and find out if there are any questions or concerns. After each home visit, a report will be completed for each child and sent to the parents. These reports will keep parents up to date of events/activities going on within the home and any developmental milestones met and developmental goals.
- ensuring policies and regulations are met and implemented. Home visitors will also conduct quarterly visits and checks that are required by the ministry. These checks will also make sure that the program and home is in compliance with ministry guidelines and ready for license inspection.
- Monitor the provider's performance
- ensure that each child is receiving quality child care based on their developmental needs and providing nutritious meals
- offer support and help in regards to child care and development

Providers are also required to provide weekly reports of your child. This will help parents to understand the child's development and be involved of the daily routine and activities within the home.

Resources for Families

If you wish to obtain information on a particular topic, we will attempt to provide what you require. We may inform you of a person, agency, or service that may be of assistance to you if we are not directly able to do so. We have access to a number of resources that may be of interest to you. When you enrol your child with us, we accept the responsibility of assisting with special/individual needs in relation to your child's adjustment, growth and development. If you wish to arrange meetings with any of the providers and/or agency staff, we will do so upon request. Your child will be given maximum consideration as an individual. Programs are planned to meet the developmental and educational needs of children and families we serve.

WHAT WE ASK OF YOU

a) Arrival and Pick-up Times

Regular times of drop-off and pick-up are a comfort to young children. Please try to arrive on time so that your child can participate in all our programmed activities. Parents/guardians are encouraged to drop off and pick up their child (ren) in a timely manner (i.e. within 10 to 15 minutes upon arrival). Time sheets will be completed on a daily basis. Provider's will be required to indicate the drop off and pick up times of each child. each day in care. Parents will be required to sign the time sheet at the end of the week and retain a copy if needed. These time sheets are used for safety reasons as well as for payments/billing.

Please call the provider by 7:00 a.m. if:

- Your child will not be attending that day.
- Your child will be arriving late (for example, past 9:00 a.m.).
- You will be picking up your child early.
- Someone other than a parent/guardian will be collecting your child. ID must be presented upon request.

Please note that providers may not be able to answer the phone but messages are checked in a timely fashion and phone calls are returned as soon as possible.

Providers will not release your child to anyone who has not been named as an authorized pick up person. In the event that someone else whom you have designated to pick up your child arrives at the home, he/she must to show one piece of photo ID in order for us to release your child in his/her care.

b) Late Pick-up Policy

Dependent upon your agreed upon pick up time, late fees will incur. For example, if your provider closes at 5:00pm, late fees will start after that. If you expect to be late, please call as soon as possible. There will be a charge of \$1.00 per minute, per child. Late fines are recorded on your child's timesheet, signed by you and added to your fee withdrawal and paid to the provider. If you are late three times, you will receive a written warning. If you are late a fourth time, you will be asked to withdraw your child (ren), as our hours are not meeting your needs. Please note that if your child has not been picked up by 6:45 pm and any attempts to reach either the parent/guardian or an emergency contact have failed, the centre is required by law to contact the Children's Aid Society.

c) Illness

Illness can easily pass from child to child. Please do not bring your child(ren) to care if your child is unable to participate in regular activities due to fever (i.e. 100°F/38°C), diarrhea, vomiting, ear infection, eye infection, green runny nose, head lice, ring worm, or other contagious diseases, unexplained pains, rashes or itching. If your child(ren) exhibits any of these symptoms during the day, you will be contacted and asked to pick up your child within one hour of being notified, or as soon as possible. If we cannot reach the primary contact, we will call the alternate caregiver on our emergency form. A written note, outlining when the child may return to care, will be given to the parent upon pick up of the ill child. If your child has an infectious or contagious disease (i.e. influenza, chicken pox, pink eye, impetigo, lice), please advise us of his/her condition so we may watch the rest of the group for symptoms, and when appropriate, advise all parents/guardians. A medical note must be submitted when the child returns in order to ensure that he/she is free of any communicable infections. Your child must be symptom/medication-free for at least twenty-four hours before he/she can return to care. In assessing the wellness of a child and his/her ability to participate in the programmed activities, the decision of the Director must be regarded as final.

Infection	How it Spreads	Signs/Symptoms	Contagious Period	School Exclusion & Reporting Requirements
GASTROINTESTINAL INFECTIONS				
Diarrhea	Spread by ingesting contaminated food or water. Can also be spread from person to person, and by touching contaminated surfaces.	Increase frequency of stool and/or change to unformed loose or watery stool. May be accompanied with abdominal pain.	Exclude for duration of diarrhea.	Until symptom free for 24 hours.
RESPIRATORY INFECTIONS				
Influenza	By breathing in contaminated air, from sneezing, coughing, and speaking. Can also be spread by touching contaminated hands, surfaces, or objects.	Starts with headache chills and cough. Followed by a fever, loss of appetite, muscle aches, fatigue, runny nose and throat irritation. Young children may experience stomach upset and/or vomiting.	1 day before to 7 days after onset of symptoms.	Do not exclude if well enough to participate in activities. REPORTABLE TO HEALTH UNIT
Whooping cough (pertussis)	NOTE: whooping cough is one of the most contagious diseases.	First signs are coughing and sneezing. 1-2 weeks after first signs, coughs become convulsive-like with a high-pitched gasp (called a whoop). Incubation period 6-20 days.	Very contagious from start of symptoms for 3 weeks. If treated with antibiotics, will not be contagious 5 days after start of treatment.	Exclude until 5 days after start of antibiotics or 3 weeks if no treatment given. People in contact with infected person may need antibiotics or vaccine. REPORTABLE TO HEALTH UNIT
SKIN INFECTIONS				
Chickenpox (varicella)	Spread person to person and via air. Very infectious. May develop following contact with a person who has shingles.	Sudden onset of mild fever. Small red pimples which develop into blisters, then become encrusted. Usually affect face, hands, neck and extremities. Incubation period 10-21 days.	1-5 days before rash starts until blisters become encrusted.	Return to school or childcare as soon as child is well enough to participate in all activities (regardless of the state of the rash). REPORTABLE TO HEALTH UNIT
Impetigo	Direct skin contact with wounds or discharges from an infected person. Can be spread by touching contaminated hands, surfaces or objects.	Pustules or crusted rash on face or exposed parts of the body (arms and/or legs).	During period symptoms are present until 24 hours after start of treatment with antibiotics.	Exclude until antibiotic treatment has been taken for 24 hours. Exclude until seen by family physician and treatment started. Avoid contact sports until cleared by a physician to return to sports. Exclude until 24 hours after first treatment is applied.
OTHER INFECTIONS				
Fifth Disease	By breathing in contaminated air, from sneezing, coughing, and speaking. Can also be spread by touching contaminated hands, surfaces, or objects.	Rash begins as a solid red area on cheeks (like a slapped cheek), spreading to upper arms and legs, trunk, hands and feet. Incubation period 4-20 days.	2 days before rash appears. No longer contagious once rash appears.	Do not exclude if well enough to take part in activities.
Hand, Foot and Mouth Disease (coxsackie virus)	By breathing in contaminated air, from sneezing, coughing, and speaking. Can also be spread by touching contaminated hands, surfaces, or objects. This disease spreads very easily in child care settings.	Starts with fever and sore throat. Rash then develops on the palms of hands, bottom of feet and inside of mouth. Rash may look like tiny red dots or blisters.	Most contagious when symptoms are present, usually 7-10 days. Feces may be contagious for several weeks.	Exclude until fever is gone and child is well enough to participate in daily activities.
Measles (red measles)	Very contagious. Spreads by breathing in contaminated air, from sneezing, coughing, and speaking. Can also be spread by touching contaminated hands, surfaces or objects.	Fever, cough, runny nose, inflamed eyes for 1-3 days before onset of rash. Rash is large red spots, which often join together. Starts on face and spreads rapidly over body. Illness lasts 5-10 days. Incubation period 7-18 days.	4 days before rash is present, during period illness and until 4 days after the disappearance of rash.	Exclude until at least 4 days after onset of rash. At the direction of the Health Unit. REPORTABLE TO HEALTH UNIT
Mumps	Spreads by breathing in contaminated air, from sneezing, coughing and speaking. Can also be spread by touching contaminated hands, surfaces or objects.	Chills, discomfort, headache, pain below ears, fever, swelling of one or both salivary glands. Swelling is below and in front of ear. Incubation period 12-25 days.	7 days before swelling starts and for the first 15 days of swelling.	Excluded for 9 days or until the swelling is gone. At the direction of the Health Unit. Exclude for 7 days after onset of rash. At the direction of the Health Unit. REPORTABLE TO HEALTH UNIT

d) Medication

Providers can administer prescription and non-prescription medication. The medication must be in the original container and clearly labelled. Parents/guardians are responsible for completing a medication form each day the child should receive the medication. All medications are locked in the appropriate medication boxes (refrigerated or non-refrigerated). We are not allowed to administer any form of medicine on cuts or scrapes, and we do not remove splinters. Cuts are cleaned with soap and/or water and a bandage is applied, as per the Public Health guidelines. If your child requires an EpiPen to be kept at the home, parents/guardians are responsible for advising the provider of the child's allergy conditions, fill in a child-specific emergency procedure and must review the EpiPen Policy. Parents must train staff members at the office as well as the provider of the use of an Epi Pen. All EpiPens are stored in designated backpacks that the provider will have with them at all times. All emergency contact information, your child's specific emergency procedure form as well as instructions on how to use an EpiPen will also be in the backpack. **d)**

Clothing and Toys

Please label all clothing and belongings that your child brings in to the centre.

Although parents/guardians may think that children can easily identify their clothing, this is not always the case. Your child should have at least one complete change of clothing, appropriate to the weather.

Spring/Fall- splash pants, rain boots and raincoat

Winter - warm hat, 2 pairs of mittens, warm boots, and snow pants (please do not send your child with scarves as they pose a choking hazard)

Summer - sunhat, apply sunscreen in the morning/Centre applies afternoon

Please do not send your child with open toe shoes, crocs or sunglasses. They pose a safety hazard.

Please replace any soiled items sent home the next day.

Please make sure that your child has all appropriate clothing. Indoor shoes must have non-slip soles. Please provide a blanket and pillow for rest time.

Please provide no other toys unless requested. Please note that providers are not responsible for lost articles that are not labelled properly.

e) Birthdays and other Celebrations

We would like to celebrate your child (ren)'s birthday. You are welcome to bring treats to share with the children in the home. Please provide a full list of ingredients so that we can adhere to any food restrictions/allergies. Although the homes are non-denominational, we do celebrate major Christian holidays like Easter and Christmas through non-religious programming. We welcome the opportunity to learn about and join in other cultural and religious festivals. If you would like to share a special festival with us, talk to your child's provider. We can assist you in planning an activity for your child.

f) Parental/Guardian Responsibilities

- Abide by policies, procedures and by-laws. These will be posted clearly near the entrance of the centre, for reference purposes.
- Respect the leadership of the teachers and all members of the Centre's community.
- Timely pick up and drop offs.
- Engage the staff in discussions of your child (ren)'s care without interfering with staff responsibilities on the program.
- Ensure payments are made on time
- Ensure that your child (ren) has/have season-appropriate clothing.
- Treat all members of the Centre's community with courtesy and respect.

i) Questions or Concerns

We look forward to serving you and your child. If you have any questions or concerns, please do not hesitate to contact the agency or speak to the home visitor.

j) Smoke free policy

iLearn strives to maintain a healthy workplace for all of its participants, families and employees. To protect and enhance our indoor air quality and to contribute to the wellbeing of all, iLearn provides entirely smoke free homes.

Smoking is prohibited:

- In all enclosed areas inside the home
- In all enclosed areas outside the home
- On iLearn property
- In any washroom facility within the building
- In the Kitchen
- In the play space outdoors
- On the driveway

Smoking is prohibited a minimum of 200 feet away from provider's home and children in care. All parents/guardians who smoke must dispose of their cigarette remains in the proper containers, and not on iLearn or provider's property.

Parent Issues and Concerns Policy and Procedures

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our home visitors are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by ILearn and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within two business day. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Conduct

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, home child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). Conduct Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, home child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program-Related E.g: schedule, toilet training, indoor/ outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/ guardian within two (2) business days.
<p>General, Agency- or Operations- Related E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home visitor or licensee. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/ concern; - the details of the issue/concern; and - any steps taken to resolve the issue/ concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Provider-, Staff- and/or Licensee- Related E.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Related to Other Persons at the Home Premises</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/ concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to: ***Safia Ali, Supervisor of ILearn Home Child Care Agency.***

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

APPENDICES

APPENDIX A – Payment and Non-Sufficient Funds/Late Payment Policy Fee Payments

For convenience purposes, fees will be paid through automatic debit withdrawal and are due by the 1st day of every month. Fees cannot be paid in cash.

Non-Sufficient Funds/Late Fee Payments

A non-sufficient funds (NSF) cheque is one that is rejected by the payer's bank. The parents/guardians will be notified in writing if a NSF payment has been submitted. iLearn charges an administrative fee of \$45 for NSF payments. This fee is to be paid immediately, along with the month's fees that are outstanding. This can only happen once. Afterwards the parents/guardians will be asked to withdraw their child (ren) immediately.

APPENDIX B – Behavioural Challenges, Special Needs and Protocol

iLearn recognizes the importance of diversity and the integration of children with different needs and abilities, including behavioural challenges and/or special needs, together in a childcare community. iLearn has a policy of inclusiveness that welcomes such diversity in its program. However, based upon the resources, programming and services that we have available to offer children and families, by necessity the number of vacancies for children with behavioural challenges and/or special needs is limited. Therefore, the availability of a childcare space for a child with behavioural challenges and/or special needs is always subject to this limitation. In order to provide the best possible care for all of the children, including any child with behavioural challenges and/or special needs, when the teachers and/or staff of any part of the program identify a child who may be having difficulty conforming to the behavioural expectations of the group or where there is an ongoing concern about the behaviour of a child or where there is concern that the child has special needs, the teachers and/or staff shall implement the following protocol:

1. The Director shall open a file and provider and/or staff shall maintain a written and chronologically dated record of any and all steps taken with respect to behavioural issues or concerns about the special needs of the child in question. The Director shall review all entries in the record and make any comments or recommendations as deemed appropriate by the Director. The parents/guardians of the child in question shall have access to this file upon request.
2. Providers/Home Visitors shall consult with the Director, as applicable, to establish a strategy to help the child to adjust to the behavioural expectations of iLearn. The Director shall inform the parents/guardians of their concerns and meet with the program supervisor and parents/guardians to discuss the concerns and strategy. The strategy and goals for helping the child meet the behavioural expectations shall be in writing and be shared with the parents/guardians, and school teachers and/or staff where applicable. A time frame shall be established, typically 2 weeks, for the implementation of the strategy. Release of information forms, signed by the parent/guardian, may be requested by us at this time.
3. Should the strategy not prove effective within the time frame established, the Director may, at her discretion, convene a meeting with the teachers, staff, and parents/guardians of the child to plan and implement a new or adjusted strategy to meet the child's needs to be implemented for a

further period of 2 weeks. Part of the new or adjusted strategy may be to initiate the involvement of an appropriate outside agency.

4. Should the new or adjusted strategy prove ineffective, and/or ILearn does not have the programming, resources or services available to meet the particular needs of the child in question and/or an assessment by an outside agency determines that alternative arrangements would better meet the needs of the child, the parents/guardians shall be consulted and, with the guidance of the appropriate support agency, a determination shall be made as to the best alternative arrangements to meet the needs of the child.

5. Request to Withdraw may be issued after the necessary consultations, with the parents/guardians, teachers, staff and any outside consultants, if the Director determines that a child's enrolment is proving to be detrimental the developmental needs and safety of the child and/or other children or provider and/or staff, the parents/guardians. In the event that a Request to Withdraw is delivered to the parents/guardians of the child, the withdrawal is to be completed within ten business days of receipt of the request. Delivery and receipt of the request shall be documented in the child's file.

6. The Director, provider and/or staff of iLearn shall offer assistance and support in finding appropriate alternative care for the child.

7. Where a child has not been identified with a behavioural challenge and/or special need at the time he/she enters our centre but is later so identified, or the teachers and/or staff determine that the child may benefit from a formal assessment of their abilities or possible special needs, the same protocol as above shall be followed. The above protocol is premised on the full co-operation of the parents/guardians of the child. Where the parents/guardians is/are unable or unwilling to cooperate or recognize the efforts of the teachers and/or staff to assist in addressing the needs of the child, or where the child in question exhibits violent or abusive behaviour [either physical or verbal], the Director shall have the option of giving the parents/guardians notice in writing of the immediate withdrawal of services. The Director at iLearn reserves the right to modify, change and/or update any of the centre's policies at any time. All families will be given notice of the changes, once they have been approved.

Transitioning Your Child into care-, a child needs time to adjust to a new environment. Listed below is a suggested transition schedule (5 Days).

DAY 1- Child visits for 3 hours in the morning

DAY 2- Child visits and remains for lunch

DAY 3- Child visits and remains for afternoon nap

DAY 4- Child visits and remains until free play in the afternoon

DAY 5- Child visits and remains for the whole day

Each child's transition time will be modified to meet their individual needs.

Sick Credit Policy

There are NO financial credits issued for illness. These are common occurrences which happen frequently in young children.

Vacation Policy

There are NO vacation credits for time taken off. Payments are made for 52 weeks a year for all programs offered at iLearn.

Statutory Holidays

The providers will be closed on the following days:

In conjunction with the Municipal government for this area, iLearn recognizes the following days as “Days of Closure” and will be closed for said days:

*** Fees are still to be paid for public/statutory holidays.***

New Year’s day (Jan 1st)	Family Day (Feb)	Good Friday (Mar or Apr)
Victoria Day (May)	Canada (July 1st)	Civic Holiday (Aug)
Labour Day (Sept)	Thanksgiving Day (Oct)	Christmas Eve and New Year’s Eve early closure
Christmas Day (Dec 25th)	Boxing Day (Dec 26th)	

There may be days when your provider is not available (illness, appointments, vacation time). As much notice as possible will be given Parents/guardians are encouraged to have back-up care for these occasions. iLearn will make every attempt to provide back-up care at the parents/guardians request but no guarantee can be made. You will not be charged for days your provider takes time off (with exception the stat holidays). Payments will be adjusted accordingly

Medical/Emergency Policy

The providers at iLearn provides a safe environment for all children. However, at times accidents that are out of our control do happen. If an emergency requires immediate medical attention, an ambulance will be called to transport your child to the hospital. The child’s parent or guardian will be called and will meet the staff member and child at the hospital. If the accident does not require emergency attention, staff will contact the parent or guardian who will evaluate the situation and decide on whether further medical care is needed.

Always ensure that the office and your provider has your most current contact information in case of emergency.

Parent Signature Forms

In order to complete your child's registration you must fill out these "Parent Signature Forms", along with the "Application Form".

The following is a checklist to ensure priority status on our waiting list:

- Visitation and/or Personal Interview
- Completed Application Form and Registration Fee of \$50.00 (non-refundable)
- Parent Signature Forms Completed & Submitted

iLearn Late Pick-Up Policy

Our provider's start care from Monday through Friday from 7:00am to 6:00pm. All children are to be picked up promptly by 6:00pm each evening. In the event that a parent or caregiver is late to pick up his/her child, iLearn reserves the right to charge a late fee surcharge. We outline our late fee as follows:

- Arrival between 6:01 p.m. and every minute thereafter is additional \$1.00 dollar per minute per child. Late fees will be added to your next payment.

It is our expectation that you arrive each evening to pick up your child by 6:00pm. If a parent or caregiver is consistently late, it may be necessary for the family to make alternate childcare arrangements to meet the family's need for later pick up.

This decision will be made by the provider and director. Two weeks written notice will be given to the family to make alternative childcare arrangements for the child, as per our parent handbook. A copy of the handbook is given to each family upon enrollment at iLearn.

In the event of inclement weather, such as a snowstorm, iLearn reserves the right to charge our families a late fee. This is determined in the following manner:

- If a snowstorm has been "called for" and the weather is progressively deteriorating throughout the day, it is our expectation that you allow yourself plenty of travel time to make it to the centre to pick up your child by 6:00pm.

As a parent, I have read and fully understand the centre's Late Fee Policy, and will comply with its content.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Anaphylaxis and Allergy Awareness Policy

Anaphylaxis is a serious reaction and can be life threatening. The allergy may be related to food, insect stings, medication, latex, etc. This policy is intended to help support the needs of a child with any allergy, and provide information on anaphylaxis and awareness to parents, employees and students, and volunteers.

In order to reduce the risk of exposure to anaphylactic reactions:

1. Avoid certain foods/materials that may be contained in any craft or sensory programming materials.
2. Advise the provider and agency of any food restrictions and limitations.
3. Do not use latex gloves - use vinyl gloves ONLY.
4. Advise families, employees and volunteers that no outside food is to be brought into the home unless approved by the Director and provider
5. An anaphylactic procedure must be posted in each.
6. An up-to-date allergy list must be posted.
7. Any child who carries an EpiPen needs to be identified via a personal photo and completed Anaphylactic Procedure signed and dated by his/her parent and physician. All EpiPens will be stored in the home and clearly labeled.
8. Each child with a dietary restriction or limitation will have a food substitution checklist that is to be filled in each lunch day that the main menu has been modified. These records need to be kept on file for one year.

Parents of Children with Allergies must:

- Complete the required Ministry of Education forms, providing a detailed description of the allergy of their child.
- Provide training on the use of the EpiPen and individualized allergy plan of their child (ren) at the commencement of attending childcare and annually to all staff/students/volunteers. The Director and provider can also be trained by the parent who will then be responsible for training the staff/students/volunteers upon commencement of working/volunteering at the centre and annually. All staff/students/volunteers will sign off on this training.
- Provide the provider with the monitoring and avoidance strategies used in the home.
- Provide a written list of signs and symptoms to look for should a child have an allergic reaction.
- Provide consent for iLearn to administer the child's EpiPen should the need arise.
- Ensure the provider and agency has up-to-date emergency contact information.
- Update any changes to their child's allergy, medication or treatment, including if the child outgrows his/her allergy and no longer requires any medication to manage it.
- Provide centre with a current EpiPen, and any other medication that is required to treat the child's allergy, along with a medical note from the child's doctor giving iLearn consent to administer the medication and the appropriate dosage to give the child based on the child's age and/or weight. The note will remain with the EpiPen or Over the Counter medication at all times.

Medication Storage

- EpiPens will not be locked up.
- All over the counter medications needed to treat and/or manage the symptoms of the anaphylactic or allergic reaction will be kept out of the reach of children.

Employees must:

- Have up-to-date CPR & First Aid training
- Be trained on how to administer an EpiPen
- Educate themselves as to all forms of allergic reactions experienced by children in the home
- Be able to recognize the signs and symptoms of an allergic reaction
- Follow the outlined policies and procedures when dealing with an allergic reaction

As a parent, I acknowledge, and am aware of the life-threatening allergy to peanuts, nuts, shellfish and eggs.

I consent to NOT bring in any outside food into the home, or send my child with outside food, unless approved by the Director and provider. I have read, and fully understand the iLearn Anaphylaxis Awareness Policy and Procedure.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Photo Release Form

iLearn strives to maintain the privacy and confidentiality of each of its clients. In order to enhance the quality of the childcare setting, and to help enhance each child's self-esteem, we often take digital photographs of each of the children engaged in everyday activities. We also take photos of the children for our classroom displays, and for their personal spaces or cubbies. We would ask that each parent read, and sign the form below, authorizing the iLearn staff to take a photo of your child (ren) for our purposes only. The photos will not be replicated, traded or used for any other purpose that those stated above.

I hereby give iLearn permission to take photos of my child engaged in any childcare related event (concerts, parent events, room activities), and for the agency adornment purposes ONLY.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Neighborhood Nature Walk Release Form

Walk Procedures

- All forms must be signed by a parent/guardian before the child leaves the home.
- Attendance list must be taken with the group a Staff will check attendance at regular intervals and before and after each transition
- First aid kit & emergency knap sacks and emergency information must be taken on the trip.
- Rules and expectations will be reviewed with the children before the trip.
- A copy of each child's emergency form and contact list will be kept at all times.

I hereby give iLearn permission to take my child on local neighborhood Nature walks.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Medical Consent Form

In the event of an emergency with my child, the staff at iLearn has my consent to act as my agent and use its discretion in authorizing any medical attention which may be required for my child until I can be reached. This decision-making process includes calling an ambulance, administering an EpiPen, administering any required medications, administering any First Aid until medical help arrives, authorizing any types of routine hospital tests such as x-rays, or any other procedure that is deemed to be necessary in an emergency. The decision will be made solely by the director/home visitor, until such time as I arrive to take over the responsibilities.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Policy Acknowledgement Form

I have read and acknowledged the iLearn Policies Parent Handbook

I have been given the manual with honest intent and integrity. I fully understand and will comply with the rules and regulations.

Date _____

Child's Name _____

Parent Signature _____

Supervisor's Signature _____

iLearn Sun Safe, Skin Care/Teething Care Permission Form

I, _____ parent of _____ give the staff at iLearn permission to apply the products listed below to my child as needed. The brand of sunscreen that I have provided to the Centre is _____ and the expiry date on the bottle is _____. I have left a clearly labelled container of sunscreen on site for the staff to use on my child each day during the summer months. I acknowledge and understand that I, the parent, am to apply sunscreen to my child each morning before he/she dropped off at the centre if arrival is after 8:30 a.m.

Skin/Teething Protection Products: 1 _____

2 _____

3 _____

Date _____

Parent Signature _____

Supervisor's Signature _____

iLearn Pre-Authorized Debit (PAD) Agreement

Customer Information

Child's Name _____

Name of Account Holder: _____

Mailing Address: _____

City: _____ Province: _____ Postal Code: _____

Bank Account Information (Payor) Branch Transit Number:

Financial Institution Number:

--	--	--	--	--

Deposit Account Number:

--	--	--	--

Financial Institution: Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Branch Address _____

Pre-Authorized Debit (PAD) Details

You (Payor) authorize iLearn Home Child Care (Payee) to debit the bank account identified above as per my instructions for monthly regular recurring payment and/or one time payments from time to time, for payment of all charges, and service fees arising under my account. Regular monthly payments for the full amount of services delivered will be debited to my specified account on the 1st day of each month.

Additional Terms and Conditions This Payor's PAD agreement only applies to the method of payment between the Payor and Payee. Any agreement and any termination of the PAD agreement does not affect whatsoever the contract for services between Payor and Payee. The Payor must give written notice to the Payee of any change with respect to the account against which has designated PADs to be drawn. Any NSF transactions from the Payor's account will result in a charge of \$45, debited directly from the Payor's bank account and/or by cheque if the account details have changed. You, the Payor, may revoke your authorization at any time, subject to providing notice of 30 days. Please contact your financial institution to obtain a sample cancellation form, or for more information on your right to cancel a PAD agreement.

Signature of Account Holder

Signature of Joint Account Holder (if applicable)

Name (please print)

Name (Please print)

Date

Date