



**Little Leaders**  
LICENSED HOME CHILD CARE

# PARENT HANDBOOK

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

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## **PROGRAM STATEMENT**

### **Building Blocks - How Does Learning Happen?**

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

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

### **HOW DOES LEARNING HAPPEN?**

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

### **THE ENVIRONMENT AS A THIRD TEACHER**

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

of reach are rotated into an "available materials" area so that children are continually presented with new learning opportunities. The environment acts as a third teacher, giving children the freedom and independence to teach themselves by exploring their intentionally constructed environment.

#### FOUR FOUNDATIONS OF GROWTH

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

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

#### Aspects Of A Strong Child Care System

##### RELATIONSHIP WITH PARENTS

Little Leaders' philosophy on child care is that it should assist the family in raising their child. We believe that child care should be an extension of and/or stimulator to the learning and development that the child receives at home. A seamless transition between the home experience and the daycare experience will enhance the opportunity for development. Effective communication between the parent and the child care provider is the key to success. The long-term goal is a healthy relationship between the child and their adult world. Providers are encouraged to maintain an open line of communication with parents through proper journaling, posting menu plans and daily activities, and sharing about the child's day with parents each morning and afternoon. Furthermore, parents understand that at any point they are welcome to call Little Leaders representatives to discuss developmental and professional learning activities in which their child care provider is currently engaged. Parents have been informed about the Quality First program in which Little Leaders providers are active participants.

##### HEALTHY BODIES

A child's awareness of their own body with respect to fitness, nutrition and safety are the platform for a healthy lifestyle. This includes appreciating diversity between children with respect to age, culture, and varying abilities. A child's day must be a balance between active play and restful activity, both indoors and outside. Active play allows children to develop coordination, test their limits, and build strength. Restful activity allows the body time to

revitalize. During the infant, toddler, and preschool stage, restful activity must consist of napping. School age children may engage in restful activity that includes listening to music, reading books, or participating in story telling. TV is not accepted as a form of "rest".

#### HEALTHY MINDS

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

#### INTERACTION WITH THEIR WORLD

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

#### HEALTHY ATTITUDE

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

## Little Leaders Home Child Care Providers

### **WHAT TO EXPECT?**

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

### **QUALIFICATIONS**

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

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

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

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

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

## Registering Your Child For Care with Little Leaders

### **ADMISSIONS**

Little Leaders accepts enrollment of children between the ages of 3 months and 13 years. We welcome children in our inclusive and child-centered programs. Our child care hours are from 7:00am to 6:00pm, Monday through Friday, with the exception of a few homes. Evening and weekend care is available by request. We do not currently offer over-night care.

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

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

### **REGISTRATION**

Registration is done at our head office, at 14 – 1253 Silvan Forest Drive, Burlington, ON, L7M 0B7. Please book an appointment. Please bring with you the following items:

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

### **ENROLMENT FORMS**

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

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

### **WAITLIST**

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



**TRANSFERRING TO ANOTHER LITTLE LEADERS HOME**

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

**TERMINATION**

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

## Fees

### **DAILY RATES**

Little Leaders rates are available by request. The rates for all ages at your child(ren)'s time of registration will remain fixed – therefore as your child care needs change, the rates will correspond to the rates at the time of registration, not current day rates.

Payment is not required when your child care is closed.

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

### **PAYMENT SCHEDULE**

Payment for child care is due in advance of care on the first day of each 2-week period of service or, if paying monthly, on the first day of the month. Please inquire for alternate payment schedules.

Little Leaders preferred method of payment is e-transfer.

### **VACATION & HOLIDAYS OBSERVED**

Little Leaders requires two weeks' notice for vacation. One week of vacation is permitted per child – available once per year (from start-date) and available after the first 6 months of care. The “one week payment-free vacation” is available for use for a maximum of 5 consecutive days for a full-time child or 1 week of standard days for a part-time. Any additional vacation will require payment in full for the child(ren)'s spot to be held.

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

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

Note: Little Leaders is open on Easter Monday and the Civic holiday in August, unless otherwise specified by your child care provider.

**CHILD CARE SUBSIDY**

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

**LATE FEES**

Little Leaders does not charge late fees, your child care provider is permitted to charge a fee which would be payable directly to them. This fee is for late pick-ups only, and not additional childcare (ie. weekends & evenings).

## AT THE HOME CHILD CARE

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

Certain supplies that your child may require in a day are required to be brought by the parent, for both hygienic and personal preference reasons. For infants, this includes diapers, cream and wipes, which may be brought in full boxes/packages instead of daily. Change of clothes should be provided for all children so they may be freshened up if they get dirty eating, playing outdoors, have an accident, or become sick. Appropriate weather-related items should always accompany your child. These include, but are not exclusive to, sunhat, sunscreen, rain gear, winter boots/hats/mitts.

### **DAILY RECORDS**

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

- Attendance (time your child(ren) arrived and departed from child care)
- Menu (available 2 week in advance – daily record of exact foods served at care)
- Nap times (along with direct visual checks on the child(ren) while napping)
- Wellness, Health, and Safety
- Accident reports
- More available upon request

### **DROP-OFF & PICK-UP**

Communication is key. If you are running later than usual (at drop-off or pick-up), it is important to inform your child care provider and advise them of the situation and your intended arrival time. Your child care provider will maintain a record of the dates and times your child was present for child care.

### **RELEASE POLICY**

Parents are required to complete a form entitled Release Information, which serves as the parents authorization for the persons listed to pick up the child(ren) up from daycare. Your Daycare Provider is not permitted to release the child to anyone not on the Release information form, regardless of whether the child recognizes the person. Your provider will request and document photo ID from anyone that is on the Release Form that they have not previously met. Should circumstances change with the family that would effect Release Information, it is imperative that parents advise Little Leaders of these changes.

### **INDOOR AND OUTDOOR ACTIVITES**

Parents will be informed if their child care provider takes the children off the premises. Most child care providers participate in activities at local parks, on local trails, splash pads, and other community spaces. Parents must approve of these locations by means of the Outdoor Play Plan form – signed in advance of the first day of child care. The

outdoor play plan will itemize exact locations where the children may frequent off the premises. Child care providers are not permitted to bring children to locations that are not on the outdoor play plan, and may only access the locations by the agreed upon transportation method as listed on the Outdoor Play Plan. This document will remain at the child care provider's home for parents to access whenever necessary. Parents are encouraged to request a copy of the outdoor play plan for their child care home.

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

Parents are responsible for providing their children with adequate weather for all days of child care. Parents should not assume that children will not be going outside on any given day.

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

## HEALTH AND WELLNESS

### **IMMUNIZATIONS**

All children registered at a Little Leaders Child Care home (privately-enrolled or agency-enrolled) must have up to date immunization records available on-site at the child care home and at Little Leaders office. Immunization records will be required before the start-date of care.

Parents who do not wish to immunize their children due to medical, religious, or other beliefs may contact Little Leaders for alternative directions. Parents will need an authorized form signed by appropriate parties.

### **ILLNESS AND EXCLUSION PERIODS**

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

- Fever: Elevated body temperature especially if other symptoms such as vomiting, sore throat, diarrhea, headache, stiff neck or undiagnosed rash are present. Children are to be sent home if a fever over 98 farenheight is present.
- Respiratory symptoms: Difficult or rapid breathing or severe coughing, child makes a high-pitched croupy or whooping sound after he/she coughs and/ or child is unable to lie comfortably due to continuous cough.
- Influenza: Child may not return until 5 days after symptoms began
- Vomiting: Two or more episodes of vomiting within the previous 24 hours.
- Diarrhea: 3 abnormally loose stools in a 24 hour period; or two or more unexpected loose stools per day without obvious dietary, drug or medical cause.
- Pink-Eye or eye/nose drainage: Excessive/coloured mucus or pus draining from an eye or nose, without accompanying dr's note stating "not contagious". For Pink-eye, the child may return after one full day of antibiotic treatment.
- Sore throat: Sore throat, only when other symptoms such as fever, decreased appetite, or extreme difficulty swallowing are present.
- Strep throat: Child may return 24 hours after antibiotics have started
- Skin problems: Rashes that are undiagnosed or contagious. Sores with crusty, yellow or green drainage.
- Itching: Persistent itching (or scratching) of body or scalp without accompanying dr's note.
- Appearance/behaviour: Child looks or acts differently and cannot participate in daily acitivites without undue harm; unusually tired, pale, lacking appetite, confused, irritable, or difficult to awake.

## **MEDICATIONS**

All medications must be accompanied by a Medication Consent form, completed by the parent. Your child care provider will not be permitted to administer any medications without this form providing written consent by the parent. Prescription medications must be in their original container with the child's name on it, and over-the-counter medication must be in its original container with the child's name written on it by the parent. Medication administration will be recorded by the child care provider. Medications will always be kept out of reach from the children, and stored in appropriate manner (i.e fridge if necessary).

## **ALLERGIES**

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

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

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

## **ANAPHYLAXIS**

An anaphylaxis form is required at the time of registration for children with known allergies. This form will be posted in the child care providers kitchen, on the fridge, and a record will be maintained at Little Leaders head office. Parents of the home will be notified that there is a child in the home with an anaphylactic allergy, where information about the allergen will be shared. The child care provider is not permitted to serve the known allergen to other children during child care, nor are children permitted to bring food from home containing the allergen.

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

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

## OUTSIDE FOOD

Food brought from home must be fully labelled with the child's name, and stored in accordance with parent directions, and safe food handling.

## NAP TIME

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

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

## CHILDREN UNDER 1 YEAR OF AGE

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

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

All children in attendance at a Little Leaders child care home will be placed for nap in a position that does not put them at risk of SIDS. Specifically, children shall be placed to rest in a position on their **back**, without pillows, stuffed animals, or other dangerous items within reach and/or the playpen or crib.

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



## **PROHIBITED PRACTICES**

Little Leaders strictly prohibits the following practices:

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

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

## **CONFLICT RESOLUTION**

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

## **CAREGIVER/PARENT RELATIONSHIP**

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

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

Parents will be informed of any extra individuals on the premises by the child care provider. Please note that if a volunteer or student is helping out in the home, the provider will collect all necessary background checks, and inform the parent of their

position. The role of a student or volunteer is NOT to replace the child care provider - students or volunteers are not permitted to be alone with the children, and are to be under supervision of the child care provider at all times.

## **PARENT ISSUES AND CONCERNS**

### **General**

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### **Confidentiality**

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

### **Conduct**

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

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

## Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

**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 Jennifer Hyland at [Jennifer@littleleaders.ca](mailto:Jennifer@littleleaders.ca).

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

# Procedures

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

