



# ODYSSEY CHILDCARE 2005

## Day Home Policies and Procedures

### **Placement**

The following criteria will describe the placement process between Providers and Families.

1. The parent's requirements for childcare are looked at in regards to location, age of the child(ren), pets, hours needed, specifications of care required, and any special requests.
2. We recommend that they review our website and provider profiles. All information is documented on the Odyssey Childcare care search form. It is communicated to the parent we will get back to them with appropriate matches. The potential providers, information on contact with parent, and any other pertinent information will also be documented on the care search form. This document will then be filed in the parent file when the placement is successful.
3. All providers fitting the requirements of the family's dynamics are contacted and given the opportunity to meet the prospective client.
4. Parent is contacted with possible provider information and invited into the office to review these providers' profiles.
5. Parent is invited to meet with potential providers and asked to call back with preference.
6. Preferential provider is contacted and if a match has been made provider information is taken and the parent is invited back into the office to sign pertinent paperwork and review Odyssey Childcares policies and procedures. At this time parent is given a copy of the contract and parent handbook.

### **Administration**

1. All care searches will be emailed out to Providers and then providers will respond if they wish to have their name given out to the parent. Providers will send in their fee for the contract.
2. The Parent/Provider/Agency Contract will be signed with Parent and Agency present. Provider will be contacted to confirm details are in agreement, prior to Parent/Agency signing. Provider will sign the contract no later than the end of the "start date," month.

3. Suggested Fee Schedule for full time clients – 0-19 months is \$650.00 to Provider plus a \$65.00 administration fee. 19 months to grade one is \$625.00 to Provider plus a \$65.00 administration fee, school age children are \$300.00 to Provider plus a \$65.00 administration fee. As Providers are self- employed the Provider portion of the fee is a guideline and the Provider has the ability to set their own fees.
4. Part time contracts follow this formula – day's parent is requiring care divided by the possible working days in the month times a normal contract amount for that age. Extended hours fees are based on family needs. The above schedules of fees are based on an average. Odyssey Childcare invoices each family before the end of the month for the for the next month's care.
5. Payments are due on the first of each month or if arrangements are made a parent may pay by the twentieth of the month. If a parent goes past the twentieth of the month a \$50.00 late fee is applied to the bill. Parents may pay through debit, cash, cheque, visa, MasterCard, or email transfers.
6. They may choose to take a receipt for each individual payment and it is followed up with a year-end tax statement. Odyssey Childcare does not require a deposit, although subsidized parents must have an approval to Odyssey with five days after the first of the month.
7. When Providers book holidays or close for illness a parent may be reimbursed if they choose not to use care or back up care may be provided.
8. Odyssey Childcare has a computer in the office that parents may use for applying for subsidy if they wish or an office staff can help if an appointment is made. Odyssey also gives the direct link from the Odyssey website on how to apply or gives the subsidy address if a parent wishes to apply through the paper application. As a parent's subsidy ends it is written on their invoice the date it ends. Parents are made aware of Odyssey Policies on fees and collections up on contract signing. Providers are not informed of a parent's subsidy.
9. A parent is expected to give thirty days' notice to end a contract, however the first thirty days is a trial and can be terminated without notice.
10. Parents are given ninety days' notice for any changes in admin fees and Providers are required to give minimum thirty days' notice to their families. This notice is in writing. Fees are reviewed every year in November.
11. The Provider/Agency Contract should not be signed with out all concerned parties in attendance.

12. Individuals hired or contracted with the Agency will be interviewed and thoroughly screened (according to Agency service plan under recruitment) before they begin to work with children.
13. Parents will be given a Parent Handbook upon contract signing.
14. Agency staff will keep documentation of all contact with parents and providers on approved CFSA contact note forms.
15. No Provider will exceed authorized ratios. There are to be no more than 6 children under the age of 13 years in attendance at one time; this includes the Provider's own children.
16. All children in the Day Home are insured by the Agency's insurance during Day Home hours. This includes the Provider's own children. The Agency must approve of all children who are NOT contracted with the Agency under care during Day Home hours. Ratios must be maintained at all times!
17. Outside care situations must be approved by the Agency, The Provider must have the following documents completed:
  - a. Application for care
  - b. Emergency card
  - c. Immunization records
  - d. Permission to transport the child if the Provider transports (if necessary)
  - e. Copies of these documents must be submitted to the office before the child attends the center.
18. NO PRIVATE CLIENTS
19. The agency will offer supports for families with different needs including, but not limited to, ESL families, low income families, foster families requiring respite care, and multicultural families. These are offered through community resource agencies such as Flexibility learning, Lethbridge Family Immigrant Services, Family Services for Children with disabilities, Lethbridge Family Services.
20. The Provider must keep pertinent records organized, up to date and in an accessible place in their home.
21. As per Standard 3 in the Family Day Home Manual – Providers must maintain a complete/portable record for each child in care, including their own, which must be taken on all outings and must include:
  - a. child's full name and date of birth;
  - b. parent's full name, home address, work address, home telephone number and work telephone number;
  - c. one emergency contact name, address and telephone numbers;
  - d. relevant health information including medical condition(s)

22. The Agency must be notified of any person over 18 that may be in the home and the duration and frequency of the visits. All persons over the age of 18 that are in contact with the Day Home children on a regular basis must have a Criminal Record Check and CYIM check completed and submitted to the office prior to being in the day home for any length of time. These checks must be completed every 3 years.
  
23. Providers who are not paying the initial 3% support fee and want to have the Agency prepare a monthly document package (activity plan and calendar, attendance sheets, invoice, menus etc.) will be required to pay a \$25 monthly fee for this service. The Provider will be charged this fee monthly for a year once she has opted into the program and can either opt out or continue by notifying the Agency in July of each year.

## **Records**

1. All Agency staff will submit a current criminal record check (including vulnerable sector search), CYIM check and first aid. These records will be updated every three years. They will be kept in the staff file on site.
  
2. The Provider and any person over the age of 18 in the home will obtain and submit to the Office, a new Criminal Record (police) check including vulnerable sector search and a CYM check every 3 years from the date on their initial Criminal Record (police) check and CYM check. If a criminal record check comes back stating the birthdate of this individual matches someone with a criminal record the individual must make an appointment to be fingerprinted. If the individual is already contracted with the agency and we have had a previous clear criminal record check on this individual they will be given time to get this done. We must have a receipt submitted within seven days showing the fingerprinting. If this individual is new to Odyssey the contract will not be signed with the provider until we get a clear check. It is the expectation that the fingerprinting will show the individual is not the person with the criminal record. Any person already contracted with Odyssey childcare will be required to do their application for renewal of their police clearance three months prior to the expiration to allow for fingerprinting if necessary.
  
3. The Provider must have a medical checkup every two years and submit a written report from her doctor to the Agency.
  
4. A successful completion of their First Aid in Childcare course will be accomplished within the first 3 months following approval.

5. The Provider will assume responsibility in keeping her 1<sup>st</sup> Aid in Childcare current. A minimum of 2 months before the expiry of her 1<sup>st</sup> aid, the Provider will book into a course, and supply a copy of the new certificate to the office prior to expiration date of previous course. Provider must also post a copy on their bulletin board.
6. All health records for the Provider's own children will be available for inspection and kept up to date.
7. If the Provider has animals, all of the shots must be kept up to date and current vaccination records supplied to the Agency and available in the Provider's home.
8. The Parent's should ensure that their children have periodic physical examinations and immunizations. These records are kept up to date. The Provider and/or Parent will inform the Agency of any changes.
9. The Provider must post the hours they are open on the bulletin board.
10. The Provider will phone the agency if a child is absent from the Day Home and record the absenteeism on the attendance sheet. The attendance sheet is to be submitted to the Agency at month end.
11. The Provider will maintain a child's attendance record for each month as per Government regulations, on which the Parent will initial in/out daily and sign weekly. This will be submitted to the Agency at month's end. The provider is responsible for adding each child's daily, weekly and monthly hours and submitting the total on the last working day of the month.
12. The activity plan will be completed at the beginning of each month and made accessible for viewing by Parents, Family Consultant and Licensing Officer. The Activity Plan will be submitted to the Agency at month's end.
13. Providers will post on their bulletin board and it is on their provider profile the regular hours of service they will accept children.
14. The Provider must be capable of menu planning and post the menu daily, for the Day Home meals and snacks. The Daily Menu must be posted in the bulletin board and be accessible to the Parents. The menus must be available for inspection by the Agency for up to one month at a time.
15. All Providers must plan a Daily Routine and post the information on their bulletin board for Parents to access.
16. The Provider should maintain a Daily Journal for each child in her care. She will enter the daily activity, developmental observations and custodial care data. This will be available for inspection for up to one month following care. Parents must sign or initial at the end of the day or month (depending on how you keep your journal). The journal will be submitted to the Agency at month end.

17. The Provider will submit all Insurance information as it is renewed (annually).
18. The home's play areas, toys, materials and furnishings will be inspected daily and noted on a checklist to ensure the safety, cleanliness and that the items used are in good working order.
19. All documents are created according to the FDHSM, Odyssey policies and service plan. Documents pertaining to the providers or parents are copied and distributed as required. All agency personnel and all Contracted Providers must keep all child application forms and all other information confidential and up to date as per regulation. All records will be available to CFSA at all times. These documents will be kept in the parent files in a filing cabinet in a locked room at the agency office. Menu's, activity plans, health and safety checklists and off sites will be kept in the provider file in a locked room at the agency office. These forms will be kept for a minimum of two years after termination of child care.
20. All documentation in regards to client information is to be kept confidential.
21. Up to date immunization records and Medical Authorization forms for children in care are kept in the Day Home. These forms are to be given to the Medical Authorities in an emergency.
22. If a Provider has any involvement with Southern Alberta Child and Family Services they must report it to the Agency with 24 hours. Failure to report within this time frame will result in immediate closure of the day home.
23. Anytime (including after hours) police, ambulance or fire and rescue are contacted by the Provider or are on a Providers premises the Provider will contact the Agency to notify them of the situation. If it is during day home operating hours the Provider will call immediately after notifying the parents. If the incident occurs outside of day home hours the Provider will notify the Agency at an appropriate time before the children arrive at the center following the incident.
24. The Agency will document and update, every other month after a day home visit, the Approved Family Day Home Provider Profile. This will include information on home visits, complaints received and any incidents that have occurred in a Provider's home.
25. Policies and procedures are reviewed yearly in November. Input is requested from parents and Providers. We have a meeting in November with the Providers to collect input and update providers. Revisions are then made.
26. Upon contract termination the Provider must return all child documentation to the Agency to be filed accordingly. After a two year time frame they will be disposed of by a shredding mechanism.

## **Insurance**

1. Each Provider must carry a Commercial Liability policy that covers \$5,000,000 per occurrence. Description of operations to note "Day home operations up to 6 children." Additional insured with 30 days' notice to: Odyssey Childcare 2005, 239 12 A Street N., Lethbridge, Alberta, T1H 2J2.
2. A minimum of \$1,000,000.00, (preferred \$2,000,000.00) liability for your vehicle(s) if you are transporting children.
3. All vehicular, private and home owners' insurance companies the Provider deals with must be informed she is a Day Home Provider. Copies of all insurance policies must be submitted to the Agency and kept current.
4. All insurances must be kept current. If any insurances lapse the Provider will be closed immediately.

## **Health**

1. Providers will fill out a daily health and safety checklist for indoors, outdoors and sanitization of furnishings, equipment and play material. When completing these checklists, Providers will take into account any potential hazards. These are to be made available to any monitoring entity upon request for inspection.
2. The Provider will ensure infant toys are disinfected daily (bleach solution) and all other toys weekly. SOLUTION: 1 tbsp. bleach -- 1 quart of water.
3. Counters and tables will be disinfected with a bleach solution before and after use of cooking and meal preparation. All utensils and dishes will be sanitized after use.
4. The Provider will ensure clean, individual towels, face cloths, and/or disposable towel for each child in the day home and these will be labeled with the child's name.
5. The Day home Provider must supply separate sleeping arrangements and clean individual bedding for each child in the day home. Bedding for children must be washed minimum of once per week unless it is soiled then the bedding will be washed before the bedding is used again. Any bedding that becomes dirty is stored in a closed, non-accessible container until it can be washed. The bedding must be labeled with the children's name and it is stored separately when not in use. For younger children (up to 13 months of age), a CSA approved crib which meets the standards established by the Cradle, Crib or Playpen Regulations under the Hazardous Products Act must be used. There are no playpens to be used in the center for sleeping.

6. The Day home Provider must supply separate hooks for clothing and storage for each child in the Day home.
7. After each meal, the children's teeth may be brushed (where applicable). Provider will inform Parent of any required supplies, such as tooth brushes, toothpaste, and hair brushes. Provider will have an individual cup or disposable cups for the children to use. Individual grooming items will be properly labeled with child's name.
8. Parents will supply sunscreen and insect repellent for the day home. Parents will sign (sunscreen and insect repellent permission form) giving the Provider permission to apply sunscreen and insect repellent to their child.
9. The Provider is not responsible for lost or damaged clothing as well as the cleansing of soiled clothing. Soiled cloth diapers and/or clothing will be placed in a sealed container out of the children's access and returned to the parent.
10. Day home providers are not responsible for lost or damaged toys brought to day home by children from their home.
11. Day home children will only have access to non-toxic craft supplies.
12. There will be no use of aerosol sprays or plug in air fresheners in areas of the home that are accessible to the day home children.
13. Toilet brushes and plungers must be inaccessible to children.
14. Due to the risk of Salmonella there are to be no reptiles in the day homes accessible to the children. They must be in a locked cage or aquarium and be inaccessible to the children.
15. Avoid use of pesticides when children are present and children are kept away from indoor areas where pesticides have been applied or children are kept indoors if sprayed outside.

**16. Handwashing:**

- 1) Thorough hand washing with soap and warm water must be done by children;
  - a. Upon arrival at the center
  - b. before and after eating
  - c. before and after diapering and toileting
  - d. after playing in the sand
  - e. after wiping noses, sneezing or coughing and when hands are soiled
  - f. after outdoor activities
  - g. anytime in contact with animals

- 2) Thorough hand washing with soap and warm water must be done by providers;
  - a) before and after food preparation and handling
  - b) before and after eating
  - c) before and after giving medication
  - d) after outdoor activities
  - e) if you shall come in contact with any bodily fluids
  - f) anytime in contact with an animal
  - g) before and after diapering or toileting
  - h) After wiping noses and whenever hands are soiled

## **17. Toileting/Diapering**

1. The Provider will ensure that the children are taught PROPER TOILETING HABITS and ensure that the children's hands are washed and the toilet flushed after each use.
2. When a potty chair or toilet attachment seat is used it will be disinfected after each use with a bleach solution.
3. Hand washing is done before and after each diaper change.
4. Each child has their own change pad of non-porous substance and is disinfected after each diaper change.
5. Diapering is done in an area to provide appropriate supervision for the other children.
6. Soiled diapers, soiled linen and garbage are sealed in a non-accessible closed container.

18. There will be **NO SMOKING and/or VAPING** from the time your first day home child arrives to the time your last day home child leaves. No person may smoke in the presence of children; this includes all people who may come in contact with the children during day home hours.

## **Illness**

1. As per standard 10C in the FDHSM signs or symptoms of illness exhibited by a child include:
  - a. A child vomiting, having a fever, diarrhea or a new unexplained rash or cough.
  - b. A child requiring greater care and attention than can be provided without compromising the care of the other children in the program.
  - c. A child having or displaying any other illness or symptom the staff knows or believes may indicate that the child poses a health risk to persons on the program premises.

2. The Provider has the right to refuse care to a child who is ill without a Doctor's consent to attend. This ensures the child will have the benefit of medical aid ASAP during the incubation stage of illness. It further ensures protection of the other children in the home.
3. The Provider should inform the Agency and the Health Unit if a Contagious Disease is present in the Day home.
4. In the event of a Provider's own child becoming ill, the Agency must be notified and (depending on the diagnosis) the parent will be given a choice of taking the child to a substitute day home or remaining in their own day home. If the provider keeps her day Home open, she must make every attempt to ensure the health of other children.
5. If a Provider notices that a child exhibits any of the signs or symptoms listed above , the Provider must ensure that:
  - a. The child's parent(s) arranges for the immediate removal of the child from the program premises and complete the Child Illness Form and have the parent sign the form when they pick up their child from the day home due to illness. This form will include at a minimum the name of the child, the date of the illness, name of the staff member who observed the illness, explanation of the illness and signature of parent.
  - b. The child does not return to the program premises until the Provider is satisfied that the child no longer poses a health risk to others in the program. (e.g. – the parent provides a physician's note, the parent declares the child has been symptom free for a minimum 24 hours, or the Provider contacts Health Link Alberta to determine if the child no longer poses a threat to others.)
6. A child who has been excluded from the Day Home due to illness may return when the Doctor Consent form has been returned to the Provider and does not specify that the child should be excluded. The signed Doctor's approval form will be submitted to the office at month end.
7. Providers must post any allergies in the home.

### **Concerning Medication**

1. Providers will be aware which (if any) children in their homes use emergency medications, where the medications are stored and how to administer them if necessary.
2. After a child receives medication the Provider will watch the child cautiously for any allergic reaction.

3. **NO MEDICATION (INCLUDING PRESCRIPTION OR NON PRESCRIPTION, EMERGENCY MEDICATION AND HERBAL REMEDIES) MAY BE GIVEN BY THE PROVIDER WITHOUT WRITTEN AUTHORIZATION FROM THE AGENCY AS WELL AS VERBAL CONFIRMATION FROM THE AGENCY, WHO HAS ALREADY RECEIVED PARENT PERMISSION.** Medication must come from the original container, and administered according to the label. Each child must have their own medicine documentation form and these must be submitted to the Agency no later than month end. When emergency medications are used to treat allergies, Providers must be able to recognize the allergy symptoms and know how and when to administer the medication. Emergency medications must be available for the child at all times, including on outings. In all cases where medications are administered, Providers must record the name of child, name of medication, and any observations, time and dose administered, and initials of the person who administered the medication. All medications must be kept under lock and key, excluding emergency medications (such as an EpiPen®) that must be stored in an area that is inaccessible to children, but accessible to the Provider (from Standard 10f of the family day home manual). If a parent bring any type of medication to the day home without the appropriate documentation and the Provider has not been notified in advanced by the Agency that the documentation has been completed; the Provider will refuse the medication and direct the parent to the office.

### **Medication Approval Process**

Only **PRE APPROVED** medication will be administered by Odyssey Childcare Providers. Odyssey Providers will NOT accept or administer any medication to a child unless the proper medication forms are completed and signed by the Director or Assistant Director and Parents. Only when the staff member is satisfied that all parties understand and will comply with the policy will the form be approved.

*If a parent arrives with medication to be given to a child without prior approval the Provider will not accept the medication and direct the parent to the office to get the proper documentation in place.*

#### **Steps:**

1. Parent will contact agency by phone, email or walk in if they have a medication that **MUST** be administered at the day home.
2. The Director or Assistant Director will make a time for the parent to come into the office to fill out appropriate forms. This will be either the Individual Medication form or the Medical Training Confirmation form.
3. The form will include the;
  - Written consent of the child's parent(s)
  - Date parents make the request for medication to be given
  - Date consent form signed
  - Date agency receives consent
  - Name of medication (staff must view original container)
  - Instructions for administering medication (according to label)

- If any special training is needed for the Provider
  - Specific instructions for caring for the child (if necessary)
  - Expiration date of medication
4. Agency staff filling out form will review the medication and ensure that it is in the proper container and it contains the child's name and proper instructions. Staff will also review the form to ensure the information on the form matches the information on the medication.
  5. Staff will contact the Provider to let her know that the parent has the proper documentation for the medication and it can now be administered by the Provider. The Provider will ensure it is in the proper container and all instructions are in place on the container. Provider will be reminded that in order to administer the medication they must ensure to fill out the medication form each time it is given. This form must be handed into the office at end of medication time. The medication must be returned to the parent and parent must sign it was returned to them.
  6. Staff will discuss with the parent their responsibility in regard to ensuring the medication only arrives at day home in the proper container and that the documentation is at the day home before it is administered.
  7. Staff member responsible for approving the medication form will document the end of the medication on their Day-Timer. The staff member will follow up with the Provider to ensure the medication has been returned to Parent.
  8. When the authorization period on a medication has ended the Provider will ensure to return it to the parent and document on the medication form what day it was returned.
  9. If unapproved medication is found in a child diaper bag or backpack, the Provider is to lock up the medication and notify the Agency immediately that the unapproved medication is on site. The Provider will return the medication at the end of the day to the parent and remind the parent that unapproved medications are not allowed in the day home.
  10. Providers who are responsible for a child who require additional health care are trained in the proper method of administering the type of health care required by the child and this is documented and put in appropriate files.

### **Meals and Nutrition**

1. A minimum of 1 or 2 meals and/or 1 or 2 snacks will be offered to the children at scheduled times during the course of the day depending on how many hours a day they are in the center but children will be provided with a snack whenever they express that they are hungry. Meals (lunch and supper) must include all four food groups and snacks include three of the four food groups according to the most recent version of the Canada Food Guide and families and children's preferences. The Provider will wash hands

before and after all food preparation, as per Standard 12 of the Family Day home Manual.

2. The Parent will supply Formula and baby food for their children as well as any specialized diet, such as Soy milk or specialized vegetarian foods. The Provider will assume responsibility for diet when the child is developmentally able to accommodate Junior food (puree with chunks in it).
3. Any bottles or cups that are specific to the children will be labeled with child's name.
4. Providers are not to give a sippy cup or bottle to a child to lie down with.
5. The Provider is responsible for preparing a menu and posting it on their bulletin board. The menus must be available for the day home visitor to review on the day home visit.
6. Providers will ensure that hot foods remain hot and cold foods remain cold at all times.
7. If a Parent brings in a snack, meal or drink for their child, it must follow the Canada Food Guide, and Odyssey's menu Standards. "Special snack day" may be an exception to this policy. If the snack or meal does not meet the requirements as set out by Odyssey and the Canada Food Guide the provider will supplement the snack or meal to ensure it does. In a situation where there are cultural parameters the provider and agency will support the parents as long as the food falls into one of the Canada Food Guide sections. Specific dietary requirements requested by parents will be incorporated.
8. No beverage may be given to a child while napping. Children will be seated while eating and drinking.

### **Child Guidance (Provider/Child Interaction)**

1. **Child guidance.** (As per Standard 9 of the Family Day Home manual)  
Providers must use a positive approach to child guidance. The approach is discussed with the child's parents. The child guidance methods used by the provider are consistent with both the parent handbook and agency policies and are explicitly communicated in a written statement to the:
  - a. parents; and
  - b. children, when developmentally appropriate.Any child guidance action taken is to be reasonable given the circumstances and must never:
  - c. inflict or threaten to inflict any form of physical punishment, verbal or physical degradation, or emotional deprivation;
  - d. deny or threaten to deny any basic necessity; or
  - e. use or permit the use of any form of physical restraints, confinement or isolation.

2. As pertaining to conflicts or behaviors it is mandatory that the Provider redirects the child towards a new activity. The Provider shall use some conflicts between children to encourage communication and independent conflict resolution. The Provider can intervene if necessary, however the child shall be encouraged to problem solve and understand the effects of their actions.
3. The children's needs take priority. The Provider will endeavor to treat them with respect, kindness and consideration.

### **Program Planning**

1. The day is to consist of child based activities; personal errands are to be done outside of contracted times
2. The monthly activity plan will be based on the interests of the children in the center or the Provider may choose to use the activity plan supplied by the Agency or a combination.
3. The activities will target all areas of development (Social, physical, intellectual, creative and emotional). These targets must be documented on the monthly activity plan.
4. The Activity Plan must include all outings for the month as well as the date of the monthly fire drill. Fire Drill must be practiced monthly, with a sounding of the fire alarm every three months. This date must be recorded on the monthly activity plan.
5. The day home environment must include at a minimum 10 centers available to the children at all times.
  - a) Blocks
  - b) Art
  - c) Science
  - d) Dramatic Play
  - e) Music
  - f) Sand
  - g) Water
  - h) Manipulatives/Table toys
  - i) Sensory
  - j) Physical Activity
  - k) Quiet Area
  - l) Library
6. Outings are pre-planned; child focused and supports the curriculum of the program. Outings must be entered on the activity plan. Anytime an outing is outside of the Provider premises the Provider must complete an off-site permission form. This form must be completely filled out and signed by the parent BEFORE the outing takes place. (see off sites under *Concerning Safety* section)

7. Materials and activities which will enhance exploration in all developmental areas of growth targeted by the Agency (Social, Language, Gross Motor, Fine Motor and Cognitive).

### **Outdoor Activities**

1. The Agency believes that opportunities for daily outdoor activities in a safe, stimulating and developmentally appropriate environment are important in the development of children. Providers will offer these opportunities for a minimum of 60 minutes on a daily basis, weather permitting.
2. The 60 minutes can be divided throughout the day. Example 30 minutes in the morning and 30 minutes in the afternoon.
3. If necessary Providers will offer extra clothing such as hats, mitts, snow pants etc. to facilitate these outings.
4. Providers will give children the opportunity for scheduled daily outdoor play in a safe, stimulating and developmentally appropriate environment. This will be documented on the daily routine, activity plan and journals. In the circumstance where a provider does not have an enclosed yard a back yard exemption will be completed and placed in the provider's binder. This will be communicated to parents before they meet with the provider.
5. Front yards are not used for outdoor play unless it is fully enclosed by a fence.
6. Television/electronics/computers are never to be used with children under the age of 2. For children over the age of 2 Television/electronics and computers may be used to support. The Providers are limited to 30 minutes of age appropriate theme based Television/computers time per day, per child. This is to ensure all areas of child development are encouraged. If program is longer than 30 minutes, Parents must be aware (Posted).

### **Substitutions/Closures/Waivers**

1. The Agency must have substitute Providers, to whom the children may be orientated in case of emergencies. Substitution arrangements are made within the Providers who are already under contract with Odyssey Childcare. The Agency is ultimately responsible for the substitution care and will provide backup care if needed for the families when Providers close.
2. Parents must give prior approval to all backup care arrangements. A completed Parent Acknowledgment of Alternate Care form must be completed. The Providers will have this form available in their homes and it will be filled out and signed prior to the substitution arrangements taking place.

3. The Agency will make a Subbing Information Package for each client so that the backup Provider has the necessary documentation required to facilitate the subbing. This package shall include a copy of the child application form, immunization records and emergency card for each child.
4. If the parent arrives to the back- up Provider without the back- up package information; the Provider shall refuse care and contact the Agency.
5. If a Provider is requesting to have an approved substitute they must be approved by the Agency and meet all ministry standards.
6. In the case of extended substitution (holidays), the Agency must be informed sixty (60) days in advance, so adequate coverage can be obtained.
7. A WAIVER OF CARE is used when the Day Home is closed and the parent does not wish to use alternate care supplied by the Agency. If the Parent chooses to not use care, they have the option to receive a reimbursement on their parent portion, for the days the day home is closed.
8. All waivers must be submitted 2 weeks prior to closure. Waiver Form – This form is in case a provider is on holidays and NO Clients need care or a reimbursement. If every parent signs the form then the four percent can be waived for that month as there is no work for the agency. If only a few parents sign the waiver the four percent will still be charged. For any parents who sign this form if they come back and need care they are responsible to pay the agency the day rate for subbing and an extra admin fee to cover the charge.
9. If the Provider wishes to sub-contract a service to enter into her home during Day Home hours, she may do so if:
  - a. the Provider has prior approval from the agency.
  - b. the Parent(s) acknowledge, in writing, that they approve of the said service.
  - c. The people involved are a credible agency
10. The Provider may choose between paying 4% on total contracts for days they need to close or \$35.00 dollars monthly. The 4% will be charge per month. Ex. If you book a week of holidays and 3 of the days fall in July and 2 in August you will be charged the 4% on each monthly invoice. The 4% is charge on the total of all clients not just the children being subbed out. The 4% is also charged if the parents request a reimbursement for the days the Provider is closed.

11. All substitute Providers must be 18 years of age, be willing and able to meet all ministry standards, and meet all recruitment policies for Odyssey Childcare.
12. Unless back up care is cancelled within 12 hours, the Providers booking the subbing will still have to pay for the back- up care. As every situation is individual the backup provider will always be paid when possible.
13. Credits for Provider closures given to parents will only be put on the monthly invoice. No cheque's will be issued for credits. Credits will not in effect for last month of care.

### **Lending Library**

1. The Provider is welcome to borrow equipment and toys from the Agency. Toys, books and prop boxes may be borrowed on a one month period.
2. Equipment is available as needed. The agency will deduct the "replacement cost" of any borrowed item damaged or not returned, from the Provider's forthcoming cheque.
3. The Provider must return all items borrowed; cleaned and disinfected.
4. Upon termination of the Provider, all items borrowed shall be returned within a week of the last day of work. The Provider's final cheque may be withheld if equipment and materials are not returned or are damaged.
5. The Provider will pay a 3 % Administration fee for the first year, if Provider continues to borrow Agency's equipment, the 3% will continue until equipment is returned.

### **Concerning Safety**

Odyssey childcare believes children grow and learn best when they are healthy and well cared for, therefore it is of the utmost importance that providers and staff stay current in best practice and emerging health and safety issues as recommended by licensing and health authorities.

### **Supervision**

1. The Provider will focus on the children in her care and must be present at all times.
  - a) **Children up to 19 months** old are to be within the provider's sight at all times, unless the children are napping, in which case, an infant monitor must be used. The monitor must be with the Provider at all times.
  - b) **Children 20 months to 4 years** not allowed to use outdoor play space without direct supervision • must be within hearing distance of the Provider at all times indoors •

- Provider physically checks every 3-5 minutes • when children are napping, an infant monitor may be used.
- c) **Children 5 years to 8 years** not allowed to use outdoor play space without direct supervision • must be within hearing distance of the Provider at all times indoors • Provider physically checks every 5-10 minutes
  - d) **Children 9 years to 12 years** may be allowed more freedom within the residence • provider must know where children are at all times • Provider physically checks frequently, considering what is age appropriate and developmentally appropriate for the children being cared for.
2. The Provider will only release the children to the Parent or persons clearly designated. The designation should be in writing and signed by the Parent(s). The child will not be released to anyone under the age of 16 years old.
  3. Anyone that the Provider does not recognize must produce ID before the Provider can release the child(ren).
  4. The Provider must have an operational telephone service in the home at all times. It is recommended that a portable be in place to allow the Provider mobility while monitoring the children outside. Provider must know the procedure for calling for help.

### **Off sites**

1. Outings are preplanned and must be entered on the activity plan. Anytime an outing is outside of the Provider premises the Provider must complete an off-site permission form. This form must be completely filled out and signed by the parent BEFORE the outing takes place.
2. Off sites must be child oriented and support the curriculum of the day home program.
3. No off sites outside of the city or town where the day home is located.
4. The Provider must ensure that the utmost safety measures are taken on off-site activities. The following information will be included on the off-site permission form:
  - a) Children's name
  - b) Description/benefit of the activity
  - c) Physical location of both departure location/the activity location
  - d) Date, time and duration of the activity
  - e) Transportation arrangements
  - f) Pick up arrangements at school if applicable

- g) Supervision arrangements in regards to potential hazards
  - h) Parent signature
5. The information discussed with the children and other adults on the field trip will include all safety rules, where they are going, what will happen, as well as whom and what they will see.
  6. It will be reviewed and signed by the parents **prior to any field trip**.
  7. Anytime an outing requires leaving the Provider's yard it must be posted on the activity plan prior to the outing.
  8. "Buddy Systems" should be in place for toddlers.

### **Playgrounds**

1. Playground usage must follow Odyssey Childcare's playground guidelines. It states that all children must follow the manufacture guidelines and/or the CSA fall height requirement of 37.5" or less for children under the age of 5. Equipment over 37.5" is approved for children 5-12 years old. It is the provider's responsibility to ensure the children are using the appropriate equipment for the child's age. The day home consultant will go through the approved areas and/or playgrounds with the provider prior to the provider using the playground. The provider will sign an acknowledgment of playground usage form.

### **Transporting children by vehicle**

1. Canadian Government Approved Car seats and/or Booster Seats must be used. Providers must ensure the children are using the appropriate car seat and/or booster seat by following the height and weight recommendations on the seat. It is the provider's responsibility to be aware of the child's height and weight. ALL car seats must be tethered to the vehicle. The child must be secured appropriately in the car seat with the 5 point harness or a booster seat with the seat belt. Prior to transporting initially the provider is responsible to contact the Car Seat Technician to have the seats inspected and approved for transport. It is the provider's responsibility to ensure their car seats are being used appropriately and have not expired. There may never be more children in the vehicle than seatbelts. Safety rules will be enforced that follow Transport Canada Guidelines.
2. Car seat installation must be reviewed by the Odyssey Car seat technician every time a new car seat is installed or the Provider is using a different vehicle than the one originally inspected by the car seat technician.

3. Children riding in the front seat will be approved on a case by case basis by the Director. Before approval the parent must give written consent and the Provider/Agency will review the proper procedures for placing a child in the front seat of a vehicle.
4. The Driver must have a valid driver's license.
5. Valid vehicle insurance for at least 1 million dollars preferably 2 million will be in place.

### **Safety**

1. Government Safety and Health Standards in a home environment will be maintained.
2. A successful completion of their First Aid in Childcare course will be accomplished within the first 3 months following approval.
3. The Agency will submit to the Provider a First Aid reference, to aid them until they can attend the next available First Aid in Childcare course.
4. Part of Odyssey required training is a fire safety workshop and an Alberta Health services workshop which contains a component on proper food handling procedures.
5. Fire Drills are practiced once a month
6. The Providers must read and post a Standard Precautions – Preventing Blood Borne Infections information sheet, on their bulletin board. They must follow these precautions in their daily day home activities.
7. All Safety equipment required in the Day Home must meet all Federal and Provincial Safety and Health Standards.
  - a. Gates in all accessible stairways adjoining a play area. *Most gates state that they are appropriate for children under 19 months. So know what the manufacturer guidelines are on your gates.*
  - b. Plugs in all electrical sockets
  - c. Cribs for sleeping
  - d. Highchairs for eating
  - e. Safe stool in the washroom

- f. CSA Approved smoke detectors and carbon monoxide detectors (located in each level and as near as practical to sleeping areas)
  - g. CSA Approved Car seats/booster seats
8. Each Day Home environment has:

### **Day Home Environment**

1. Poisonous plants inaccessible
2. Outside play space is free of poisonous plants
3. Has a 5lb. 2A10 BC fire extinguisher accessible to the Provider, but inaccessible to the children, on each level. The fire extinguisher must be checked once a year by tipping it upside down. If you don't feel the contents drop, then gently tap on it with a rubber mallet to break the contents loose. They need to be professionally checked by a technician every 5 years.
4. Cleaners inaccessible to the children
5. Fire arms and ammunition (where applicable) stored separately and inaccessible to the children.
6. Floor coverings are attached to the floor or backed with non-skid material.
7. All floor, desk and pedestal fans have covers or guards.
8. Outdoor play area is protected from access to streets etc. by a fence.
9. Heaters, hot water pipes and similar equipment have been made inaccessible to the children.
10. Hot water tank turned down below 45 degrees C
11. Knives are inaccessible to the children (in a upper latched location)
12. All medications are locked, not latched (this includes vitamins and over the counter drugs), except emergency medications which must be stored in an area that is inaccessible to children but easily accessible to the Provider.
13. A complete first Aid Kit
14. Furnace Area clutter free and inaccessible to the children
15. Propane Tank disconnected from the BBQ
16. A completed Health and Safety Checklist for indoor and outdoor and sanitization are filled out prior to accepting children. When completing these checklists, Providers will take into account any potential hazards.
17. Emergency phone numbers are posted by the telephone. All children enrolled in the program are listed on this form. Providers must have a working telephone at all times and know the procedures for calling for help.
18. Written Evacuation and procedures as well as disaster plans are posted with notification of evacuation location, children who are able must know this location

19. Fire Drill must be practiced monthly, with a sounding of the fire alarm every three months. This date must be recorded on the monthly activity plan.
  20. A clean, safe play area inside and outside for the children to play in
  21. Plastic bags inaccessible to the children
  22. Garbage inaccessible to the children
  23. Window covering cords, inaccessible to the children
  24. Personal care items (shampoo, lotions, Q-tips, etc.) Are inaccessible to the children
  25. Furnace, laundry, and any other room that are inaccessible to the children must be LOCKED, and kept clutter free.
  26. All electrical appliances and outlets are inaccessible to the children
  27. Age appropriate toys (correct size for babies).
  28. Windows in every room used by children
  29. Adequate heat, light and ventilation
  30. Clean, comfortable surroundings
  31. Sufficient space for developmental activities of children in care.
9. In accordance with the Child Welfare Act it is the responsibility of all adults to report any suspected child abuse to the proper authorities. Child Abuse Hotline Is 1-800-387-5437 (KIDS) ANY PROVIDER WHO HAS REASONABLE AND PROBABLE GROUNDS TO BELIEVE AND BELIEVES THAT A CHILD IS IN NEED OF PROTECTIVE SERVICES SHALL FORTHWITH REPORT THE MATTER TO A DIRECTOR OF CHILD WELFARE.
10. Providers are not to give a sippy cup or bottle to a child to lie down with.
  11. Providers will not use Aerosol sprays or plug in air fresheners in the presence of children.
  12. Pesticides are to be locked away, and are NOT to be used in or out doors, where children can have access.
  13. Children will NEVER have access to hot tubs, freestanding or in ground pools or Trampolines.
  14. Wading pools and sandboxes should be only used under direct supervision of Provider. When not in use; wading pools are to be drained and up right (still water attracts mosquitoes), and sandbox must be covered with tightly fitted covers.
  15. Providers will discuss with children when going on a field trip the safety rules, where they are going, what to expect on the field trip, who they might see and who they may need to listen to during the field trip. This will also be discussed with any other adult going on the field trip and this discussion will happen prior to the field trip.

16. Providers will ensure that any items that may be a potential choking hazard to a child are inaccessible at all times.
17. Refer to attachment A for the requirements of the health and safety checklist required by the Agency.

### **Emergencies/Incidents**

1. An accident/incident report must be filled out by the Provider for **all injuries** while the child is in attendance at the Day Home.
2. The Provider will inform the Parent and the Agency ASAP of the incident. Parents must sign the completed accident/incident form and these completed forms will be handed in at the end of the month.
3. The form will include at a minimum the name of the child, the date of the incident, name of the staff member who observed the child, explanation of the incident and signature of parent.
4. These forms will be kept on file in the parent files or Provider binder for review by staff, parents and licensing officer.
5. The Agency will notify CFSA immediately if a critical incident occurs. The Provider will be immediately closed and upon further investigation may be terminated.
6. If any person living in the home or any child in care comes in contact with a communicable or is suspected of having one of the diseases listed in Schedule 1 to the Communicable Diseases Regulation (AR 238/85) it must be reported to the agency within 24 hours. The Agency or Provider will notify the regional health authority within 24 hours of a communicable disease being confirmed in a day home. If a person with a communicable disease receives a physician's note that states they no longer pose a health risk to others they may return to the day home. ( as per Standard 10D in the FDHSM)
7. In an emergency/incident the Provider/Agency will:
  - Obtain emergency medical assistance as required.
  - Immediately notify the parent or emergency contact.
  - Notify the agency immediately after the occurrence.
  - Complete an incident/accident form.
  - Participate in investigations conducted by the agency and/or CFSA or other law enforcement agencies as required.
  - Provider will be closed immediately if investigation a critical incident.
8. If a major incident occurs such as a serious injury to a child, lost child, death of a child or allegations or abuse or neglect of a child (including the providers own children) by a Provider or another resident in the home the agency will immediately contact the local police services and/or

- Intervention Services and the Providers home will be closed immediately until the completion of the investigation. (as per Standard 8 in the FDHSM) For incident reporting during the day the number is 403-381-5543. After hours the number is 1-800-638-0715 and ask to speak to a Lethbridge on call worker. A critical incident form will be completed. All critical incidents are reviewed and reported to the CFSA annually.
9. If CFSA requests the Agency do an investigation on an incident it will be completed within 2-5 working days and the final written report to be submitted no later than 12 working days after the incident occurs. (as per Standard 8 in the FDHSM)
  10. In case of an emergency evacuation all Providers will:
    - a. Ensure all children are present with her.
    - b. Gather backpack with emergency cards.
    - c. Head to alternate location as posted on emergency card slip.
    - d. Contact 911, parent and agency as required.
  11. All Parents will be informed in advance as to the whereabouts of their child in case of an emergency evacuation. All Parents will be issued an Evacuation slip before the child commences care. Emergency evacuation plans will be posted on bulletin board. Providers practice fire drills once per month with all children to ensure they know the meeting place in the event of an emergency.
  12. Emergency telephone list will be posted by all available telephones and include following information mother and father contact numbers, emergency phone number, physician, dentist and school if applicable. This information will be kept current and up to date
  13. The Agency will attend immediately to all emergencies. When the coordinator is unavailable, another person will be available for this express purpose. The Coordinator or designate will take over the whole Day Home so that the Provider is free to go with the injured child to the hospital, if necessary, or just “be there” for support for the Provider until the “stress level” of the situation decreases. The emotional well-being of the uninjured children is also a concern.
  14. All complaints are followed up by the agency through an investigation. This includes interviewing the Provider, parents in the home and any other pertinent individuals. The outcome is communicated in writing to the complainant and parent of the child involved if that person is not the complainant. All complaints received concerning a provider will be documented on the Approved Family Day Home Provider Complaint Form and submitted to local CFSA monthly.
  15. Critical Incidents (as pertaining to Standard 10A of the Family Day home Manual), Providers must report critical incidents to the Agency as soon as possible after emergency and medical assistance is obtained and parents have been notified.

16. A Critical incident is defined as an emergency evacuation, unexpected program closure, intruder on the providers premises, a serious illness or injury that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight, an error in the administration of medication by the provider or other resident, the death of a child, an unexpected absence of a child from the program (ie – lost child), a child removed from the program by a non-custodial parent or guardian, an allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home, the commission by a child of an offence under an Act of Canada or Alberta, a child left unattended in the providers home outside of the providers operating hours.
17. Anytime (including after hours) police, ambulance or fire and rescue are contacted by the Provider or are on a Providers premises the Provider will contact the Agency to notify them of the situation. If it is during day home operating hours the Provider will call immediately after notifying the parents. If the incident occurs outside of day home hours the Provider will notify the Agency at an appropriate time before the children arrive at the center following the incident.
18. Odyssey procedure for dealing with incident or critical incident:
- a. Contact our local authority immediately at 403-381-5543. If it is after hours we will use the after-hours emergency number, 1-800-638-0715 and ask to speak to a Lethbridge on call worker.
  - b. We will submit to our local authority the government of Alberta incident report form (CDEV 4029). As according to the form it will be submitted within two days of the incident.
  - c. Odyssey will work with the assigned officer to gather any information if requested.
  - d. If instructed Odyssey childcare will complete its own investigation report (if the authority says they are not investigating).
  - e. Odyssey will gather all information from pertinent entities. This may include local emergency services, trades people, medical personnel, families, etc. This information will be gathered by phone calls, meetings or emails. Provider assessment of the situation will be part of this investigation to ensure she followed agency policy. Odyssey will ensure to identify the evidence gathered that corroborates the provider's account of the situation.
  - f. Parents involved will be adequately informed of the situation.
  - g. The agency will identify preventative measures and outcomes to ensure the situation does not reoccur.
  - h. Odyssey will complete within 2-5 working days the investigation and the final written report to be submitted no later than 12 working days after the incident occurs. (as per Standard 8 in the FDHSM)

### **Social Media Policy**

1. Odyssey Childcare understands the utilization of social media for the promotion of our program but wants to ensure we are safeguarding the rights and privacy of the families, providers, staff and children. Odyssey Childcare will use the following social media sites to communicate with the community to promote the program and notify the community about available spaces (Facebook, Kijiji and the Odyssey Childcare Website).
2. Odyssey Childcare will use a closed Odyssey Childcare Facebook page to communicate with the Providers. Post on the Odyssey Facebook page will be related to projects, activities the children are participating in, child care related news or articles, upcoming events and strategies to support children, families and providers in the program.
3. Providers may post photos taken in the Providers home or on a day home outing on the secured Odyssey Facebook page but they must first make sure the identity of the children is obscured and that there is permission granted for the children in the media release form.
4. Providers may **never** post pictures of the day home children on their own Facebook page. These pictures may be posted in the Provider's home only if the media release form grants permission.
5. Parents and Providers communicating about day home business through social media may communicate only through personal messenger.
6. The Administration staff of Odyssey Childcare will supervise the social media sites. They will monitor the content of the posts, ensuring they are consistent with the values and beliefs of the program. Any posts or comment made will be deleted immediately if they are found to be inappropriate and the offending user will be blocked from the site and reprimanded and face consequences in accordance with the Odyssey policy on professionalism.

### **Miscellaneous**

1. The Provider must allow the Agency and/or Social Services access to her premise anytime during Day Home hours.
2. Attendance sheets and Total Monthly hour forms must be submitted on the last working day of the month. These forms must be correctly filled out and signed. The Provider will be paid on the 15<sup>th</sup> day of each month for the previous months work (provided all forms are filled out correctly)
3. Invoices must be submitted within 5 days after the last day of the month for processing and review. For every day after the 5<sup>th</sup> day that the invoice is not handed in the Provider's cheque will be delayed that number of day. Ex. If you had your invoice in 7 days after the end of the month your cheque will not be available until the 17<sup>th</sup> of the month (2 days after the 15<sup>th</sup>).

4. For the first contracted year, the Agency will deduct a 3% for administrative assistance, equipment and training, unless the Provider has a level two or three certification.
5. The Agency will deduct 4% or \$35.00 per month to facilitate back up care and administrative services, for the month the Provider Access these services.
6. It is understood the Provider is self-employed and is responsible to make tax deductions resulting from the income they receive for their services.
7. In an emergency a Provider may request an advance or a portion of her pay cheque, a maximum of 3 times per year. A \$25.00 Administrative fee will be deducted from the advance to cover bank fees and administrative time that are incurred for this service.
8. It is understood the first thirty days of the three party contract is a trial period to ensure the fit is good for Families, Providers and Agency.
9. Providers must obtain their level one with in their First year contracted.
10. Any client formation (and/or media), must not be posted on the internet, this includes social pages such as face book, twitter, spaces, msn, etc. If Providers engage in a social page or networking internet site, they must maintain professionalism.
11. **VOLUNTEERS** – members of the community who has a clear record check, which includes a vulnerable sector search, as well as a clear CYIM check may be invited into the office/day home to offer supports in; creation of prop boxes, greeting families, taking phone messages or various supports that are agreed upon.
12. According to standard 9 of the FDHSM visual identity for family day homes. Odyssey Childcare will use the approved Government of Alberta Family Day Home visual trademark on all marketing and communication materials related to family day home services. The visual trademark will be used in accordance with the Visual Identity Guidelines.

### **Ongoing Evaluation and Improvement**

1. The Agency staff has a daily meeting each morning to discuss any concerns or issues brought forward by Providers or Families. Any issues are dealt with in a timely manner.
2. Families are engaged in conversation about their daily life and asked to provide feedback on the care they are receiving from there Provider whenever they come into the office.
3. Odyssey Childcare uses feedback from Families, Providers and Community members to enhance its program. This includes feedback from Family and Provider surveys, as well as in person interactions

between Families, Providers and community members. This feedback is used to develop goals for our Quality Enhancement Plan (QEP). These goals are both short and long term and the timelines are achievable and completion dates are recorded.

4. The QEP will be reviewed every 6 months and any changes or updates are recorded. The QEP will be reviewed with the Providers annually at our policy and procedures meeting
5. Odyssey Childcare submits a completed Annual Report to AELCS.
6. Provider goals and action plans are individualized and reflect the issues or trends affecting the program.
7. Monthly Provider workshops, individual day home visits and the annual policies and procedures review meeting held each November are opportunities to discuss and review the progress on the QEP and the individual actions plans of each Provider. Providers must attend 6 monthly workshops per year.
8. Policies and Procedures are reviewed annually each November. Policies and procedures are changed, added and edited to reflect the Best Practices and licensing and accreditation requirements. The date of each edit and review will be noted on the policies and procedures document.
9. Administration job descriptions will be reviewed and edited annually to reflect and support the goals in the QEP and enhance the quality of the program.
10. It is important that Management and Staff stay current with the research and emerging best practices in health and safety as recommended by licensing and health authorities. Providers will refer to a current Family Standards Day Home Manual and attend workshops regarding current health and safety recommendations and best practices.
11. In order to support each Provider's knowledge and skills to maintain a safe environment Odyssey Childcare will support Providers through time off for courses or workshops and occasionally financial support if pertinent.

### **Staff Professionalism**

1. Providers are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally make mistakes or needs guidance for optimal performance of teaching duties. When a Providers needs guidance, progressive discipline procedures will be followed. Those procedures may include, but may not be restricted to the following - Oral coaching or warning, written warning, written improvement plan, up to termination. (Nothing in this policy is intended to limit in any way the center's right to terminate at any time, with or without cause and with or without advance notice.)

2. Odyssey Childcare follows the NAEYC code of Ethics.
3. Dress, grooming and personal cleanliness standards contribute to the morale of all Providers and affect the image Odyssey Childcare presents to parents and their children, visitors and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat appearance and that promotes confidence and professionalism to the public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that in mind, the following dress code will be implemented and enforced at all times. All Providers should wear appropriate tops, pants. • Clothing should be clean and in good repair at all times. You are contracted to work with children and being down on the floor frequently is part of the job responsibility. Clothing must be appropriate to engage children in all types of activities throughout the day. Jeans, shorts, or Capri's are allowed: however, they must fit loosely with no holes or lavish accessories. Use a conservative outlook when deciding upon apparel. Consult your Director if you have questions as to what constitutes appropriate dress.
4. Professional demeanor involves your manner and your non-verbal tone and gestures. Every Provider must be conscious of their emotional undertone that they are exuding. Four Characteristics to Maintaining Professional Demeanor: • Pleasant Smile • Gentle Approach • Friendly Greeting/Conversation • Maintaining Professionalism Note: All Providers contracted through Odyssey Childcare will greet parent and family with a smile; to let them know that you are truly happy to care for their child.
5. Providers are to positively promote the philosophy of Odyssey Childcare. Providers are expected to follow the NAEYC code of ethics. The Provider is expected to maintain this level of ethical standards.

### **Provider Support**

1. Each year Odyssey Childcare will facilitate a minimum of 8 training opportunities for Providers to get together to socialize, share information, problem solve, and to complete the expectations of their training requirements.
2. Odyssey Childcare will monitor all active Providers minimum six times per year with both scheduled and unscheduled visits. If a Provider has had a life changing event the visits will increase to once per month for 3 consecutive months.
3. At least two of the visits per year will be for health and safety checks.
4. Duration, content and frequency of visits will be based on Provider need. Day home visits will be completed using the approved *Family Day Home Agency Home Visitor/Consultant checklist*, we may include theme based or support based documents for specific Provider support.
5. If Providers offer extended care then 2 of the visits a year will occur during their extended hours.

6. When the two health and safety visits are conducted it is expected that all standards and requirements are met. If non-compliance occurs deadlines will be given and a copy of the required expectations to be completed is given to Providers to ensure compliance in a timely manner.
7. All contacts with Providers will be documented on the approved *contact notes for family day home agencies form*.
8. For any government contact number phone 403-310-0000 and request the branch you wish to contact.
9. Providers understand that they are contracted to the Agency and are not employees but are self-employed. As such they understand that Odyssey Childcare doesn't deduct income tax, CCP, EI or holiday pay. As a contractor you are not eligible for a paid maternity leave, disability leave etc. by Odyssey Childcare. Odyssey Childcare will supply each Provider with a T4A slip to assist them in completing the required income reporting to Revenue Canada.

### **Parent Involvement**

1. Parents are always welcome in their child's day home at any time during their child's contracted hours to observe or participate in activities such as fieldtrips.
2. Parent must give written acknowledgement of the substitution arrangements made by Odyssey Childcare prior to the substitute care. The forms (Parent Acknowledgment of Alternate Care) will be at the Provider's homes and signed by the parent upon arrival. If time and arrangement allow the contracted provider will submit the document prior to leaving for extended holidays or the parent may come into the office and sign the form.
3. Parents must be aware of where their children are at all times. Providers may not take the children off-site without written permission from the parent. An off-site permission form must be thoroughly completed by the Provider and signed by the parent BEFORE the child may participate in the off -site activity.
4. Odyssey will give parents information or refer them to community organizations or services when requested or needed.
5. Prior to every November in the parent newsletters the agency will discuss the upcoming renewal of the policies and procedures and ask for any input from families through email, website, coming into the office or phone calls.
6. Parents will be given a new copy of the parent handbook every January as well as a yearly survey asking for input. Parents are notified upon contract signing of the suggestion boxes in the office and on the website.

### **Termination**

1. The Provider will give the Agency One (1) month written notice of termination.
2. The Provider will return, upon termination, all child documentation, manuals, resource and equipment to the Agency.
3. The Provider will receive their final payment on the 15<sup>th</sup> of the following month, after termination, providing all outstanding materials have been returned to the Agency.
4. The Agency can terminate a Provider immediately if they feel the safety of the Day Home children is in question, or the Provider fails to comply with the Agency's Policies and Procedures.
5. A maximum of two warning letters may be issued if non-compliance shall occur, before termination.

### **Caseloads and Monitoring**

1. Prior to contracting any individual for the purpose of operating a Family Day Home all occupants of the residence shall be screened and met by the Day Home Consultant or agency representative.
2. Visits each contracted Day Home a minimum of 8 times per year, of the 8 visits 2 must be unscheduled. The visits must be every other month unless the provider has undergone a life changing event (ie. having a baby) in which will increase to every month for three consecutive months. Two of the visits will be for health and safety checks. Once a provider is contracted they will have visits conducted each month for the first three months and then every two months after that. There will be two extra visits done per year for support in different areas. The consultant will be responsible for ensuring compliance to ministry standards and the ongoing training on the provision of child care with the provider's. Support will be provider specific and could include items of resource, training, communications, bridge building, and recognition. Agency will document any non-compliance and ensure they are addressed to ensure compliance with ministry standards.
3. The frequency, content and duration of the day home visits will depend on the providers experience and need for monitoring, training and support. It will also depend on the number of children in the home, the ages of the children and needs of the children in care, as well as the history of the provider with the agency.
4. Day home visits will be conducted with the Approved Family Day Home Agency Home Visitor/Consultant Checklist and the two safety checklists conducted with an approved CFSA safety inspection checklist.
5. The visits will include but not be limited to:

- a. Physical space including the indoor and outdoor play space. This will include toys, furnishings and equipment.
  - b. Provider performance, including supervision of children, activities, daily routines, and child guidance practices.
  - c. Safety, health and emergency provisions including health and safety checklists.
  - d. Home environments, including the influence of other children or adults who may be in the home while children are in care.
  - e. Development and behaviour of children in care, including interactions between children and between child and powder.
6. All complaints that come in about any provider will be documented on the Approved Family Day Home Provider Complaint Record form which will be submitted to CFSA monthly.
  7. All providers will have a performance evaluation annually that will include the history of compliance to ministry standards, training and professional development, parent satisfaction, previous complaints and incidents. The form to be used to complete this will be the Approved Family Day Home Provider Performance Assessment. (as per Standard 2 in the FDHSM)

### **Concerning Extended Hours**

1. Provider shall not care for a child for longer than 18 hours. If a child is in care longer than 18 hours the provider must supply sleeping arrangements where each child has their own bedding and sleeping accommodations that meet their developmental needs. The Provider must supply facilities for bathing and showering and supervise according to the child's developmental needs.
2. Care provided outside regular hours of service is a private arrangement between the Provider and parent.

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