



# ODYSSEY CHILDCARE 2005

## Day home Policies and Procedures

### Concerning Health

1. The Day home Provider must supply separate hooks for clothing and storage for each child in the Day home.
2. 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. The bedding must be labeled with the children's name and it is stored separately when not in use. For younger children (up to 20 months of age), a playpen which meets the standards established by the Cradle, Crib or Playpen Regulations under the Hazardous Products Act must be used. Any bedding that becomes dirty is stored in a closed, non-accessible container until it can be washed.
3. 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. Individual grooming items will be properly labeled with child's name.
4. Providers will post any allergies in the home.
5. Providers will fill out a daily health and safety checklist for indoors, outdoors and sanitization of toys and furnishings. These are to be made available to any monitoring entity upon request for inspection and if single sheets are used handed in at month end to be stored in the provider files.
6. The provider will ensure infant toys are disinfected daily (bleach solution) and all other toys weekly. SOLUTION: 1 tbsp. bleach -- 1 quart of water.
7. 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.
8. 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.
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 the home when day home children are present.
13. 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.
14. Due to the risk of Salmonella there are to be no reptiles in the day homes.
15. Thorough hand washing with soap and warm water must be done by children;
  - before and after eating
  - after diapering and toileting

- after playing in the sand
  - after wiping noses, sneezing or coughing and when hands are soiled
  - after outdoor activities
  - anytime in contact with animals
16. Thorough hand washing with soap and warm water must be done by providers;
- before and after food preparation and handling
  - before and after eating
  - before and after giving medication
  - after outdoor activities
  - if you shall come in contact with any bodily fluids
  - anytime in contact with an animal
  - after diapering or toileting
  - After wiping noses and whenever hands are soiled

## Toileting

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. When a potty chair or toilet attachment seat is used it will be disinfected after each use with a bleach solution.
2. Hand washing is done after each diaper change. Each child has their own change pad of non-porous substance and is disinfected after each diaper change. Disposable Diapers are sealed in a non-accessible closed container.

## 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 below, the provider must ensure that:
  - a. The child's parent(s) arranges for the immediate removal of the child from the program premises.

- 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 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.

### 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 MAY BE GIVEN BY THE PROVIDER WITHOUT WRITTEN AUTHORIZATION FROM THE PARENT(S).** This includes all vitamins, Herbal Remedies, Tempra Tylenol, Gripe Water, Cough and Cold medications, etc. This ensures that the child’s doctor is aware of all medications given to the child. The Provider must immediately notify the office prior to giving any medication. Medication must come from the original container, and administered according to the label. All medication administrations must be documented and signed by the Parent. 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 medication, and any observations time and dose administered, and initials of the person who administered the medication. All medications must be locked up, excluding emergency medications (such as an EpiPen®) that must be stored in an area that is inaccessible to children (from Standard 10f of the family day home manual).
4. Parents will provide in writing to the providers about when medications and herbal remedies were given to the child before the child arrives at the day home.
5. When the authorization period on a medication has ended the provider will ensure to return it to the parent and document on form what day it was returned.
6. 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.

### Food Preparation

1. 1 or 2 meals and/or 1 or 2 snacks will be provided to the children during the course of the day, according to the Agency Fee Schedule. Meals must include all four food groups and snacks include three of the four food groups according to the Canada Food Guide. 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 Soya 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. 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.
5. Providers will ensure that hot foods remain hot and cold foods remain cold at all times.
6. If a Parent brings in a snack or meal for their child, it must follow the Canada Food Guide, and Odyssey's menu Standards. This may not include a "Special snack day". 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.
7. No beverage may be given to a child while napping. Children will be seated while eating and drinking.

### Concerning Provider/Child Interaction

1. 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. The Provider can intervene if necessary, however the child shall be encouraged to problem solve and understand the effects of their actions.
2. The children's needs take priority. The Provider will endeavor to treat them with kindness and consideration.
3. The children will be provided with daily developmental activities including a fresh air outing, weather permitting.
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.
5. The day is to consist of child based activities; personal errands are to be done outside of contracted times.
6. There will be **NO SMOKING** 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.
7. 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).
8. **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:
  - parents; and

- children, when developmentally appropriate.
- Any child guidance action taken is to be reasonable given the circumstances and must never:
- inflict or threaten to inflict any form of physical punishment, verbal or physical degradation, or emotional deprivation;
  - deny or threaten to deny any basic necessity; or
  - use or permit the use of any form of physical restraints, confinement or isolation.

## Concerning Administration

1. 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.
2. Fee Schedule for full time clients – 0-19 months is \$650.00 to provider plus a \$60.00 administration fee. 19 months to grade one is \$600.00 to provider plus a \$60.00 administration fee, school age children are \$300.00 to provider plus a \$60.00 administration fee. 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 months care. 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 \$15.00 late fee is applied to the bill. Parents may pay through debit, cash, cheques, visa, MasterCard, or email transfers. 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. When providers book holidays or close for illness a parent may be reimbursed if they choose not to use care or back up may be provided. 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. 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. 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.
3. The Provider/Agency Contract should not be signed with out all concerned parties in attendance.
4. 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.
5. Parents will be given a Parent Handbook upon contract signing.
6. Agency staff will keep documentation of all contact with parents and providers on contact notes form.

7. No Provider will exceed authorized ratios. 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 be informed of all children who are NOT contracted with the agency, under care during Day Home hours. Ratios must be maintained at all times!
8. If the Provider does outside care, The Provider must have:
  - Alberta Health Care numbers
  - Permission to handle emergency situations
  - Medical history of the child
  - Permission to transport the child
9. The Provider must keep pertinent records organized and in an accessible place in their home.
10. NO PRIVATE CLIENTS
11. 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:
  - child's full name and date of birth;
  - parent's full name, home address, work address, home telephone number and work telephone number;
  - one emergency contact name, address and telephone numbers;
  - relevant health information including medical condition(s)

### 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. Parents must give prior approval to all backup care arrangements; this can be done through email or an Odyssey permission form. 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.
2. If a provider is requesting to have an approved substitute they must be approved by the agency and meet all ministry standards.
3. In the case of extended substitution (holidays), the agency must be informed sixty (60) days in advance, so adequate coverage can be obtained.
4. 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. All waivers must be submitted 2 weeks prior to closure.
5. All outside people in contact with the Day Home children 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. If the Provider wishes to sub-contract a service to enter into her home during Day Home hours, she may do so if:
  - the provider has prior approval from the agency.
  - the Parent(s) acknowledge, in writing, that they approve of the said service.
  - The people involved are a credible agency

6. The Provider may access two 4% free, days per year. The booked day may be used as a stress day, doctors apt, or personal day. You can only use one in a 6 month period, and are still obligated to pay the backup care provider.
7. The Provider will pay 4% on total contracts for days they need to close. This only applies to the days that are not the 4% free days.
8. All substitute person must be 18 years of age, be willing and able to meet all ministry standards, and meet all recruitment policies for Odyssey Childcare.

### Lending Library

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. 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. The Provider must return all items borrowed; cleaned and disinfected. 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. 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.

### 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.

### Concerning Safety

1. The Provider will focus on the children in her care and must be present at all times. This may be out doors, or if provider is utilizing two levels, Provider must be on the level the children are on, apart from napping children. In this case the Provider can access a working monitor. The monitor must be present where ever the Provider is.
2. 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.
3. 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. 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.
5. Permission for the Provider to take the children on any outing or fieldtrip, which the Provider has planned (non vehicular) as part of the daily program of activities is granted in the Provider/Parent/Agency Agreement. The Provider must ensure that the utmost safety measures are taken. Outings are preplanned and must be entered on the activity plan. Anytime an outing requires leaving the provider's yard it must be posted on the activity plan prior to the outing. The Agency requires that a Transportation and Supervision Agreement must be signed by the Parent for outings where transportation and/or the provider is meeting other adults who may be in contact with the children. This must be done prior to the outing!
6. "Buddy Systems" should be in place for toddlers.
7. Government Standard Car seats and/or Booster Seats must be tethered to the vehicle. There may never be more children in the vehicle than seatbelts. Safety rules will be enforced that follow Transport Canada Guidelines.
8. The Driver must have a valid driver's license.
9. Government Safety and Health Standards in a home environment will be maintained. A successful completion of their First Aid in Childcare course will be accomplished within the first 3 months following approval.
10. 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.
11. 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.
12. 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.
13. All Safety equipment required in the Day Home must meet all Federal and Provincial Safety and Health Standards.
  - Gates in all accessible stairways
  - Plugs in all electrical sockets
  - Playpens for sleeping
  - Highchairs for eating
  - Safe stool in the washroom
  - CSA Approved smoke detectors (located in each level and as near as practical to sleeping areas)
  - CSA Approved Car seats
13. Each Day Home environment has:
  - Poisonous plants inaccessible
  - Outside play space is free of poisonous plants
  - Has a 5lb. 2A10 BC fire extinguisher accessible to the Provider, but inaccessible to the children, on each level (MUST BE CHECKED ANNUALLY BY A TECHNICIAN)
  - Fire Drills once a month
  - Has cleaners inaccessible to the children
  - Fire arms and ammunition (were applicable) stored separately and inaccessible to the children.
  - Floor coverings are attached to the floor or backed with non-skid material.
  - All floor, desk and pedestal fans have covers or guards.

- Outdoor play area is protected from access to streets etc. by a fence or by a natural barrier.
  - Heaters, hot water pipes and similar equipment have been made inaccessible to the children.
  - Knives are inaccessible to the children (in a upper latched location)
  - All medications are locked, not latched (this includes vitamins and over the counter drugs)
  - A complete first Aid Kit
  - Hot water tank turned down below 45 degrees C
  - Furnace Area clutter free
  - Propane Tank disconnected from the BBQ
  - A completed Health and Safety Checklist for indoor and outdoor and sanitization are filled out prior to accepting children
  - Emergency phone numbers are posted by the telephone
  - Evacuation Plan posted with notification of evacuation location, children who are able must know this location
  - 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.
  - A clean, safe play area inside and outside for the children to play in
  - Plastic bags inaccessible to the children
  - Garbage inaccessible to the children
  - Window covering cords, inaccessible to the children
  - Personal care items (shampoo, lotions, Q-tips, etc.) Are inaccessible to the children
  - Furnace, laundry, and any other room that are inaccessible to the children must be LOCKED, and kept clutter free.
  - All electrical appliances and outlets are inaccessible to the children
  - Age appropriate toys (correct size for babies).
  - windows in every room used by children
  - adequate heat, light and ventilation
  - clean, comfortable surroundings
  - sufficient space for developmental activities of children in care.
14. Toys and activities which will enhance exploration in all developmental areas of growth targeted by the Agency (Social, Language, Gross Motor, Fine Motor and Cognitive)
15. 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.
16. Providers are not to give a sippy cup or bottle to a child to lie down with.
17. Providers will not use Aerosol sprays or plug in air fresheners in the presence of children.
18. Pesticides are to be locked away, and are NOT to be used in or out doors, where children can have access.
19. Children will NEVER have access to hot tubs or Trampolines.
20. Wading pools, swimming 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.

21. 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.
22. Refer to attachment A for the requirements of the health and safety checklist required by the agency.

### Concerning Emergencies/Incidents

1. An accident/incident report must be filled out for all injuries while the child is in attendance at the Day Home. The Provider will inform the Parent and the Agency ASAP of the incident.
2. The agency will notify CFSA **immediately** if a critical incident occurs.
3. 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)
4. 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.
5. If an incident involves a serious injury to a 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)
6. 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)
7. 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.
8. 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.

9. 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.
10. 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.
11. 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.
12. Odyssey procedure for dealing with incident or critical incident:
  - a. Contact our local authority immediately at 403-381-5316. If it is after hours we will use the after-hours emergency number, which is 403-308-4595.
  - 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)

### Concerning Records

1. If the Provider has animals, all of the shots must be kept up to date and current records supplied to the Agency.
2. All health records for the Provider’s own preschool children will be available for inspection and kept up to date.
3. The Provider must have a medical checkup every two years and submit a written report from her doctor to the Agency.
4. The Provider will assume responsibility in keeping her 1<sup>st</sup> Aid in Childcare current. Upon expiry of 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.

5. The provider will post the hours they are open on the bulletin board.
6. 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.
7. 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. 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 will be kept in the provider file in a locked room at the agency office. These forms will be kept for two years after termination of child care. 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.
8. 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.
9. 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.
10. Upon termination all journals will be returned to the Agency.
11. All journals are to be kept confidential.
12. 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.
13. The Provider will plan child interest based activities for the Day Home or she may utilize the Agency's Monthly Activity Plan. The Activity Plan must include all outings for the month as well as the date of the monthly fire drill. The Activity Plan will be submitted to the Agency at month's end. The same will pertain to Provider who chooses to implement the Web Plan for child interest based activities.
  - Providers 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 at least 2 weeks in advance, 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. Up to date immunization records and Medical Authorization forms for children in care are kept in the Day Homes. These are to be given to the Medical Authorities in an emergency. Completed Authorizations will be submitted to the Agency at month end.
17. The Provider will submit all Insurance information as it is renewed (annually).
18. 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) chq every three years, including vulnerable sector search, from the date on their initial Criminal Record (police) chq. **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.
1. The homes, play areas, toys, materials and furnishings will be inspected weekly and noted on a checklist to ensure the safety, cleanliness and that the items used are in good working order.
  2. 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.

### Miscellaneous

1. The Provider must allow the Agency and/or Social Services access to her premise anytime during Day Home hours.
2. Attendance sheets, invoices 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. 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.
4. The Agency will deduct 4% to facilitate back up care and administrative services, for the month the Provider Access these services.
5. It is understood the Provider is self-employed and is eligible to make tax deductions resulting from this service.
6. 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.
7. 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.
8. Providers must obtain their level one within their First year contracted.
9. 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, etc. If Providers engage in a social page or networking internet site, they must maintain professionalism.
10. 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.

### 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 a non-compliance shall occur, before termination.

### Concerning Provider Support

1. Each year Odyssey Childcare will facilitate ten 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 every other month with both scheduled and unscheduled visits. If a provider has had a life changing event the visits will increase to once per month. At least two of the visits per year will be for health and safety checks. 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.
3. When the two health and safety visits are conducted it is expected that all standards and requirements are met. If a 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.
4. All contacts with providers will be documented on the approved *contact notes for family day home agencies form*.
5. For any government contact number phone 403-310-0000 and request the branch you wish to contact.

### Concerning Parent Involvement

1. Parent must give written acknowledgement of the substitution arrangements made by Odyssey Childcare prior to the substitute care. The forms (called back up permission form) 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.
2. Odyssey will give parents information or refer them to community organizations or services when requested or needed.
3. 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.

4. 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.

### Concerning Placement

The following criteria will describe the placement process between providers and families.

1. The parents requirements for childcare are looked at in regard 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 if 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 instructed 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.

### Concerning 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 6 times per year, of the 6 visits' 2 maybe scheduled. 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. 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. 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-compliances 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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