

Cook's Home Child Care Agency



Provider Manual

**ECE Consultant / Home Visitor
Heather A'Court**

**Executive Director
Lynn Stubbings, RECE.C**

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INTRODUCTION TO OUR AGENCY

Cook's Home Child Care Agency has been successfully in operation since 1987 and is a division of Cook's School Day Care Inc. We contract Home Child Care Providers in a variety of home settings throughout Northumberland County. The agency is incorporated as a not-for-profit, charitable organization. The Home Child Care Program is available to all children who may benefit from our service and are between the ages of 3 weeks to 12 years of age.

Our Support Team Is

- ☛ E.C.E. Consultant/Home Visitor ~ Heather A'Court 905-372-2143
- ☛ Executive Director ~ Lynn Stubbings, RECE.C 905-372-4525

OUR SUPPORTING ROLE IS

- ☛ The E.C.E. Consultant/Home Visitor visits each home on a regular drop-in basis, negotiates children's placements and supports the provider in any and all matters relating to children, providers and the home.
- ☛ Administrative Support is available to discuss financial matters.
- ☛ The Executive Director is available to support policies of the organization.

Included in this manual is information and policies in accordance with the Day Nurseries Act, the Provincial Home Day Care Guidelines and Cook's Home Child Care Agency. Please make sure you read and understand all information contained in this manual.

GETTING STARTED – WHAT YOU NEED TO DO

FORMS & INSPECTIONS

POLICE CHECKS

- Criminal Information Request Forms, provided by the Agency, must be completed by Providers and all residents within the home 18 years of age or older.

- The cost of the Police Check is \$25.00 for yourself and \$5.00 for any subsequent form submission.
- Placements in your home can take place pending clear records.

CHILDREN'S AID SOCIETY

- Completed Consent to Release and Disclose Information Forms will also be submitted to the Children's Aid Society.
- The E.C.E. Consultant/Home Visitor has these forms for you.
- Currently there is no cost for this background check.
- Placements in your home can take place pending clear records.

MEDICAL ASSESSMENTS – PEOPLE & PETS

- A medical assessment is a requirement.
- Immunizations must be up-to-date, complete with a tuberculin test upon registration with Cook's Home Child Care Agency.
- It is recommended that providers receive a tuberculin test upon application and every two years for their own protection.
- You will also be required to submit up-to-date immunization records for all persons residing in your home before child care placements can be made. Copies of these records must remain current and on file in the Agency office. This includes significant other, children, others residing with you.
- **Pets:** Current immunization records on all cats and dogs must be submitted to the Agency.

FIRE INSPECTOR APPROVAL

- Your home must receive written approval from a local fire inspector.
- Placements can be made upon the completion of a successful fire inspection.
- A letter from the fire inspector must be submitted to the E.C.E. Consultant/Home Visitor stating that your home is a safe environment for children.

INSURANCE

- You will need to contact your insurance company to inform them of your intent to provide child care in your home.

- **Documentation from your insurance company stating that you have \$1,000,000 liability coverage on home and vehicle if you plan to transport children must be submitted to the E.C.E Consultant/Home Visitor before placements can happen.**

YOUR CONTRACT WITH COOK'S HOME CHILD CARE AGENCY

APPLICATION APPROVAL

Confirmation of the contract is conditional, dependent upon:

- Successful completion of the Criminal Reference Check and Children's Aid Society check.
- Successful completion of the Fire Inspection.
- Submission of these documents to the E.C.E Consultant/Home Visitor.
- Reference recommendations
- All necessary documents completed and on file as previously discussed.

PROVIDER – AGENCY RELATIONSHIP

- We hope that your association with us will be a long and happy experience of growing, sharing, learning and fun.
- We are here to offer support in whatever regard necessary.
- **We are only a phone call away.**

PLACEMENT OF CHILDREN

Please be advised that the agency does not guarantee placements. We advertise for children. Placements are made according to Parental / Guardian needs and choices. The criteria may deal with location, pets, schedules, ratios, compatibility with provider, etc.

GRIEVANCE PROCEDURE

- Any and all concerns that cannot be resolved should be discussed with the E.C.E. Consultant/Home Visitor immediately.
- In the event that a solution is not found or more information is needed the Executive Directors can be contacted.

NOTICE OF TERMINATION

- The agency may terminate this agreement with the provider without notice whereby the provider fails to comply with the terms and conditions set out in this agreement, the provisions of the Day Nurseries Act, or fails to provide a level of care or environment for the children acceptable to the agency.
- The agency may withdraw any child in your care, without notice, in the event that there is a concern regarding the safety and/or welfare of the children in your care.
- If the provider wishes to terminate the contract with Cook's Home Child Care Agency, for whatever reason, 4 weeks notice is a courtesy practice in order to allow for other arrangements for the children.

MAKING YOUR HOME READY

Your Health & Safety Checklist – Please Review All Items

EMERGENCY/FIRE SAFETY

You Need To Ensure That:

- Smoke detectors are in place and in working order according to the regulations for home safety.
- Smoke detectors are checked and cleaned regularly – batteries changed yearly or as needed.
- A Fire extinguisher (approved by the Fire Inspector) is mounted in kitchen.
- The gauge on the extinguisher is checked monthly to ensure the extinguisher is in working order or is replaced.
- A carbon-monoxide detector is available in working order where heating is fuel burning. (i.e., Gas, wood, oil, etc.)
- Emergency evacuation plan is approved by the Fire Inspector and posted in the play area.
- Complete checklist monthly after checking all of the above fire safety equipment.

GENERAL INDOOR HEALTH & SAFETY

- Home temperature is 20 degrees Celsius

- Safety gates on all stairways.
- There is a railing on stairways.
- Firm footing on stairs - no loose carpeting or uneven steps.
- Stairs are well lit.
- Stairs are free of clutter at all times.
- Runners/mats/carpets are non-slip.
- Safety latches on cabinet doors where necessary.
- Temperature gauge on refrigerator. Gauge must read 5 degrees or lower.
- Pump soap and individual towels supplied in bathroom.
- Separate bedding for each child.
- Unused wall outlets have safety covers.
- Electrical switches and outlets have cover plates.
- Furnace/water heater must be inaccessible to children.
- Volatile liquids (cleaning solvents) are tightly capped and away from furnace, hot water heater and other ignitions sources.
- No flammable solutions (i.e., Paint, gasoline, varsol are stored in basement or attached garage).
- Screens or safety rails on fire places, wood-burning stoves or heaters.
- Space heaters are properly grounded and connected directly to an outlet.
- Space heaters are inaccessible to the child.
- Space heaters are at least 36 inches away from curtains, towels, carpets, paper, etc.
- All out of bound areas are kept inaccessible. (I.e., Laundry room, balconies, workshop).
- There are no extension cords within reach of children or in traffic flow.

- Electrical cords are not frayed or cracked.
- All light fixtures have a bulb in them.
- No one smokes on the premises.
- Non-smoking signs are posted at all entrances and exits.
- A first aid kit stocked with basic first aid supplies. A list of recommendations is provided by the Agency.
- Well water must be tested for bacteria, nitrates and fluoride before being contracted and twice every year thereafter. Results are kept on file at Agency office.

DANGEROUS ITEMS KEPT OUT OF CHILDREN'S REACH

- Firearms and ammunition are stored locked separately and safely according to the Provincial gun regulations and out of children's reach
- Poisonous Substances
- All smoking materials, matches, lighters.
- All ashtrays removed from the house.
- Purses/handbags.
- Medications/vitamins stored in a childproof box or cabinet.
- First aid kit.
- Craft/sewing supplies.
- All small items such as loose change, balloons, lego.

GENERAL OUTDOOR HEALTH & SAFETY

- Children's play area is fenced where danger exists – high traffic areas, water access, etc.
- No poisonous plants or berries in children's play area.
- Sandbox is covered when not in use.
- Yard is free of hazardous objects.

- Bikes and riding toys are in good repair.

PLAY EQUIPMENT

Swings must:

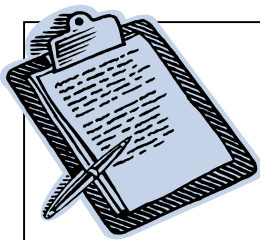
- Have nuts and bolts tight and re-inspected regularly.
- Be anchored
- Anchors must be buried enough so that they do not present a tripping hazard.
- Be 6 ft. away from fences or other structures. (i.e., Trees, houses, electrical wires.

Play Structures must:

- Never have any ropes or skipping ropes tied to the equipment - strangulation hazard.
- Not have any sharp points or edges. Any bolts that extend beyond the nuts should be replaced with a shorter one and covered with an acorn nut or plastic cap.
- Not entrap a child's head or limbs.

Pools must:

- 5 ft. fence on all sides of your swimming pool.
- Locked self-latching gate on pool.
- Steps/ladder that can be removed or locked up to become inaccessible.



NOTES

EQUIPMENT & FURNISHINGS

WE CAN HELP

- In addition to your own supply of toys, arts and crafts materials, sensory items, etc, our organization periodically places orders for creative materials, etc. Providers may wish to place an order with payment to restock supplies.
- Each provider is responsible for the upkeep of fire extinguishers, smoke detectors and a carbon monoxide detector if your home uses a natural fuel burning heating system. To help get you started Cook's Home Child Care Agency will loan you a fire extinguisher.
- Providers need to provide a place for children to rest. Upon request, we can supply rest-time furnishings (crib, playpen, cot).
- Providers must ensure that children have their own sheets / blankets. These items are not supplied by the Agency.
- Providers who travel in a vehicle with children must ensure that all children are safely restrained according to the Highway Traffic Act 0. Reg. 613. Upon request, the Agency can supply necessary booster and car seats.

LENDING LIBRARY

To follow is a list of some of the items available for loan from our Agency.

- | | |
|---|--------------------------------------|
| ♥ Strollers – single, double, triple | ♥ Booster seats |
| ♥ Highchairs | ♥ Change tables |
| ♥ Car seats | ♥ Excersaucers |
| ♥ Infant toys | ♥ Games/puzzles |
| ♥ Scooters | ♥ Lego |
| ♥ Constructs building set | ♥ Playpens |
| ♥ Cots | ♥ Boosters |
| ♥ Potties | ♥ Little Tyke slides |
| ♥ Little Tyke tub boat sand box/pool | ♥ Sensory table |
| ♥ Cube climbers | ♥ Baby swing |
| ♥ Portable basket ball net | ♥ Doll houses & furniture |

EQUIPMENT & LENDING

- Speak with the E.C.E. Consultant/Home Visitor to make arrangements to obtain items as needed.
- Sign the Equipment Lending Form provided by the Agency when borrowing and returning items.

- Keep borrowed items in good, clean condition. Equipment stored outside in sun fades and rots the material quickly. Ie strollers
- There will be a \$35.00 charge per item implemented by the Agency for any equipment returned in dirty or unusable condition. Normal wear and tear is taken in to account.

AGENCY-DIRECTED POLICIES AND PROCEDURES

PRIVATELY ARRANGED CHILD CARE

- Our intent is that all children in the home be associated with the Agency.
- In exceptional circumstances children who are currently cared for in the home may remain on a private basis.
- Any new enrolments must, however, come through Cook's Home Child Care Agency.
- In the event that emergency care is needed for someone not enrolled with our Agency, the E.C.E. Consultant must be informed and the child must have an up-to-date immunization record available. (Example: Neighbour is having a baby and needs care for one of the children while in delivery at the hospital). Again, this is only for emergency purposes.

FOOD & NUTRITION

PROVIDER SUPPLIES

- At least one nutritious meal for children in care at 4 or more hours.
- A mid-morning, lunch and afternoon snack (fresh fruits and vegetables are good examples of healthy snacks) is served to those children in care for the day.
- Ensure that all bottles and infant food are labelled with child's name on them.
- Menus are based on guidelines outlined by the Canada Food Guide
- The Agency will provide Menu/Journal Sheets. These must be completed with the food served and eaten by the children, activities of the day, Infant routines, any event or occurrence that may be recorded for future reference ie. Dislike of food, not feeling well, fell and got a cut, had birthday cake for birthday, etc.

- Menu sheets are duplicates. The white copy is submitted to the E.C.E Consultant/Home Visitor when the attendance sheets are submitted for pay roll. You keep the duplicate copy for your own records.
- Children are never forced to eat and privileges are never taken away. Children are encouraged to eat what is prepared but offered an alternative if a definite dislike for what is served is observed.
- **Please pay special attention to the allergy section on each child's forms to avoid any reactions to substances that may be harmful.**
- You will be provided with: **30 + Super Snacks For Children.**
- You will be provided with: **Food Preparation Safety Procedures & Guidelines.**

PARENT/GUARDIAN SUPPLIES

- Supply food for children not yet able to eat table food.
- Completed Infant Feeding Form before care begins. The form is supplied by the Agency.
- All bottles and baby food, labelled with the child's name on it.
- Any additional snack or special food items that the children may need. These items must come with the child's name clearly marked on them. Ie. Milk products due to milk allergies.

EMERGENCY NUMBERS

You must ensure that the emergency numbers are posted near the phone in case of emergency. The E.C.E. Consultant / Home Visitor has a copy for you.

POISONOUS AND HAZARDOUS PRODUCTS

- All plants, cleaning materials, matches, medicines and poisonous and/or hazardous products must be secured in places inaccessible to children. Appendix 28
- All Fire Arms must be locked up with a key and kept inaccessible to children.
- The Agency will provide you with a list of toxic household products and plants to make certain that your home is safe for children.
- Information pertaining to the dangers of curtain and blind cords will be provided by the Agency.

INSURANCE

Cook's Home Child Care Agency carries additional liability insurance to protect each Provider and the agency.

You must obtain and maintain a Policy Insurance that includes the following:

- \$1,000,000.00 comprehensive general liability coverage and personal injury coverage.
- \$1,000,000.00 motor vehicle coverage for vehicles owned and operated to transport children in care.
- A standard form is provided by the Agency. The Insurance Certificate is provided by the Agency.
- A copy of the completed insurance form is placed in the Agency files.
- Your insurance company may fax an appropriate document of insurance with the requested information to this office at (905) 372-2441, Attention: E.C.E Consultant/Home Visitor.
- This insurance is must be kept current. Any new policies/changes, etc. are submitted to the agency office immediately. This is a Ministry requirement.

PROGRAMMING

- Provider shall provide appropriate indoor activities appropriate to the age and development of the child. (I.e., Books, puzzles, music, games and a little imagination are stimulating.
- Limit educational television to an hour or less per day.
- Cook's School Day Care Inc. offers monthly book club order forms from which you can order less costly current books. Ask the E.C.E. Consultant/Home Visitor.
- There are lots of resource materials for program planning. If you need ideas just ask the E.C.E. Consultant/Home Visitor.

DAILY LOGS & OBSERVATIONS

- Upon arrival observe each child to detect possible signs of ill-health, etc.
- Document all observations on Menu/Journal sheets provided by the Agency.

- All food served, eaten, infant routines, signs of ill-health, bumps and bruises, activities, special events and any information that may be used for future reference must be documented on these Menu/Journal Forms.
- Submit the white copy to the E.C.E Consultant/Home Visitor bi-weekly with your attendances. Keep the duplicate copy for your reference.
- Be sure and keep open communication with Parents/Guardians regarding their child's day.

DEVELOPMENT AND TRAINING

- Providers receive an orientation session and information manual.
- There are training and development sessions that providers must attend. Information, training and development sessions are arranged for the benefit of the providers. Information on local seminars and workshops are available through your E.C.E. Consultant/Home Visitor.
- We strongly recommend that all providers maintain a current first aid and CPR certificate. The E.C.E Consultant/Home Visitor ensures that this training is accessible approximately once a year as required.
- Workshops may include:
 - Child Development
 - Behaviour Management
 - First Aid/CPR
 - Health/Nutrition
 - Small Business/Income Tax
 - Professional Development
 - Quarterly Provider Meetings

VISITORS

- It is not recommended that children in care receive visitors while in your care.
- Parents/Guardians must request these arrangements in writing 24 hours prior to visit occurring and receive the Provider's prior approval.
- Providers need to inform the E.C.E Consultant/Home Visitor of these arrangements prior to the event. We cannot jeopardize the safety or interfere with the program in your home.
- Providers are ultimately responsible for child's welfare and therefore, under no circumstances leave the child unattended.

TO DO WITH MONEY

METHOD OF PAYMENT

Pay is done via direct deposit on a bi-weekly basis to your account according to the two week SIGNED attendance sheets submitted for child care services. Your pay should be in your account on the Friday morning after submission of those attendances.

Attendance forms are provided by Cook's Home Child Care Agency Office from the E.C.E. Consultant/Home Visitor.

Parents/Guardians must sign the attendances at the end of the two-week period stating agreement and authorize payment for this time recorded.

- This amount will be for the actual number of hours/days of care you provided according to your attendance sheets and the schedules submitted to this office by Parents/Guardians.
- To avoid conflict of payments at a later date, attendances submitted without Parental/Guardian signatures may not be input to payroll until the hours are confirmed by the Parent / Guardian.
- Only the white (top) copy of the attendance form needs to be submitted to the Administrative Support.
- **Attendances must be submitted to Victoria Park Child Care Centre no later than the Monday following the last date marked on the attendance at the end of the two-week period.**
- Attendances not submitted by this time will be submitted for payment in the following pay period. The Administrative support needs this time to calculate the hours of care for submission to payroll.

STATUTORY HOLIDAYS

- New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day
- Parents are not required to pay for the above holidays if:
 - You or they are on vacation when the holiday occurs
 - If the child is not regularly scheduled on that day.
- You must be available for child care the last day before the holiday and the following working day after the holiday to be paid for the stat.

LATE FEES

- If a Parent/Guardian is consistently late picking up their child after the specified time, a late fee of \$5.00 per half hour or a portion thereof may be charged.
- Use your own judgement in this regard. It is strictly up to the Provider to collect this fee.
- Parents need to make prior arrangements with you for any extra time required.
- Feel free to say no if it is not convenient for you to provide extra care time.
- There are late fee forms available in office if you should need them.

DEDUCTIONS

- There are no deductions taken from your pay.
- If you would like to pay Income Tax, Canada Pension you may contact the Employment Insurance Office or other Government Agencies to pay this yourself.
- If you wish to make Retirement Savings contributions through payroll deductions, please advise the Administrative Support.

INCOME TAX

When purchasing anything for child care purposes, (I.e., equipment, toys, food, travel expenses, etc.) you must save all receipts to apply to your income tax claim as deductions to offset your income tax. You will receive a T-4 form from this office at tax time.

FINANCIAL ARRANGEMENTS

The Agency will provide a detailed payment schedule. Payments to you are calculated based on the child's scheduled attendance. The payment schedule is reviewed annually by the Board of Directors.

VACATION & DAYS ABSENT POLICY

PROVIDER VACATION

- When the store is closed no sales happen.
- While you are not available for care you will not receive any payment.
- Please advise the E.C.E. Consultant in writing four weeks in advance if possible of your holiday schedule so that alternate arrangements can be made for the families in care.

- When you are sick or not providing care for any reason by children are scheduled for care it is imperative that the E.C.E. Consultant/Home Visitor be informed prior to the absence as soon as possible so that should alternate arrangements need to be made she can do so.

CHILD'S ABSENT DAYS

- Parents/Guardians are required to give 12 hours or more advance notice to this office and the provider when child(ren) will not be attending the regular scheduled care arrangements at your home.
- Voice mail at this number 372-2143 to the Agency office during hours of closure is acceptable.
- The following conditions will apply:
 - 30% the regular fee will be required for days absent where 12 hours or more advance notification is given to this office and Provider.
 - In the event that 12 hours or more advance notification is not given to the Agency and the provider, the fee for this off time will be 50% of the regular fee.
 - If no notice is received that care is not needed when children are expected at the providers', full fee will be charged for the time that the care was to have taken place.
 - **This off time may not be used as vacation time or free days off.**

CHILD'S VACATION

Definition: Holiday time refers to days where no care is required and no fees apply.

- ➔ Notification of all vacation time must be given at least one week in advance to the Provider and the Agency, whether it be a day, a week, etc. Days off without at least one week advance notice are not considered vacation/free days.
- ➔ The amount of vacation time will be on record at the office and will be calculated into the billings by the Administrative Support. Notification by the Parent/Guardian and schedules determine the amount of vacation time
- ➔ Once all free vacation days have been used, the above "Days Absent Policy" will apply for all other days off.

MINISTRY-DIRECTED POLICIES AND PROCEDURES

CONFIDENTIALITY

Providers must sign a document with regards to confidentiality that states information pertaining to families in your care must remain confidential between yourself, the Agency and the family that the information concerns only.

PROVIDER TO CHILD RATIO

The Home Visitor must always be informed of any and all children being cared for in the home.

The Provider shall ensure that the number of children in care at any one time does not exceed the maximum number of children as outlined below. All children, under the age of 12 years old are included in the maximum of five. A Provider's own children under the age of 6 years old are included in this ratio.

Providers shall ensure that he/she cares for no more than the following children at any given time:

- **Two children who are under the age of two years included in the five total.**
- **Three children who are three years of age or younger as long as at least one is two within the total allowable of five.**
- **One handicapped child and one child who are under two years of age within the total allowable of five.**
- **One developmentally handicapped child and two children who are over two years of age but is under three years of age within the limit of five children.**
- **Variance from these ratios is a contravention of the contract signed with this Agency and the Day Nurseries Act.**

HEALTH AND SAFETY POLICIES

SMOKE FREE ONTARIO ACT

- As of May 31st, 2006 the Ontario Provincial Government passed the Smoke-Free Ontario Act prohibiting smoking in workplaces in Ontario.

- For home day care, home day care providers, other household members and visitors do not smoke on the premises (in the home whether or not children are present and in the garage, front/backyard and driveway when children are present.)
- It is this agency's duty to inform Providers of the law and ensure that Providers abide by the legislation.
- "No Smoking" signs shall be posted at all exit and entrances to Provider's home.

SANITARY PROCEDURES

Good hygiene practices are necessary to prevent the spread of bacteria. Pump soap must be available.

Note: Disinfectant solution suggestion: 1 capful of bleach per gallon of water.

Daily or as necessary:

- Items that infant/toddlers put in their mouths must be disinfected after each use to prevent the spread of germs.
- Carpets are to be vacuumed daily.
- Chairs and tables are to be washed as needed and disinfected daily.
- Borrowed toys/equipment must be disinfected before use and before returning.
- Sinks are cleaned and disinfected daily.
- Bathrooms are cleaned daily.
- Toilets and training seats are also cleaned and disinfected daily or more often as required.
- Potties must be emptied, cleaned and disinfected immediately after each use.
- Diaper pails must have a disposable plastic liner or garbage bag to be changed twice daily.
- Diaper pails must be disinfected daily.
- **Potties must never be used or stored near places of food preparation or eating.**

Weekly or as necessary:

- Floors washed as needed or weekly.
- Cots and cribs/playpens and sheets/blankets are washed at least weekly.

- Each child must have his/her own bedding regardless of where they rest.
- All toys must be disinfected at least every two weeks.

DIAPERING PROCEDURE

- The Diapering Procedure supplied by the Agency must be posted in the diaper changing area.
- Change tables are optional. Strap must be used to secure child on change table.
- If not using a change table change area must never be on food preparation or eating surfaces. A changing pad must be placed under the child.
- Rubber gloves are optional. If used rubber gloves must be disposed in diaper pail directly after each diaper pail. Never re-used them.
- Keep fingernails short to avoid any risk of bacteria under the nails or of scratching a little one.
- Be consistent with method so children know what to expect.
- Wash your hands before and after each diaper change.
- Place all wet/soiled items in a plastic bag, seal and deposit into child's backpack or diaper bag to go home. Providers never wash or rinse soiled diapers or clothing. This exposes you and the environment to germs and bacteria that cause infections.
- Remind Parent/Guardians when they need to supply more diapers, wipes and clothing changes.

ANIMAL/PET CARE AND CLEAN UP

- Litter boxes must be kept inaccessible to children. Not in bathroom, play area.
- Ensure there are no animal feces where children will be involved in activities/rest. Scan play area before children go into it. This includes neighbourhood pets, racoons, skunks, etc. as well as your own. Check sand boxes.
- Remove feces before children enter play area and either flush immediately or place in a sealed bag to be disposed of in airtight garbage.
- Disinfect immediately.
- Check sandboxes. Sandboxes must be covered when not in use.
- If feces found in sandbox remove immediately with a 12" of sand from around the feces.

- Pets should not be allowed to lick children's faces.
- Wash children's hands with soap and water after petting animals.
- Pets such as lizards, turtles, etc may carry salmonella poisoning and should not be touched by young children.
- Birdcages should not be near or on food preparation surfaces or on eating areas.

ADMINISTRATION OF MEDICATION

We do administer **PRESCRIPTION** medication under the following conditions:

- All medication arrives to the provider's home in the original container with the label intact.
- Label needs to be legible with the following information on it:
 - The name of the drug.
 - Dosage directions.
 - Expiration date.
 - Child's name.
 - Date of purchase.
- A medication must be completed and submitted to you before any medication can be given.
- Providers are responsible for completion of the administration portion of the medication form.
- All medication must be stored up out of reach in a locked box in the appropriate storage place according to the directions on the package immediately after dosage is given.
- Non-prescription medications will not be administered except in the event that child in question is prone to spiking high fevers, in which case Parents/Guardians must stock you with a supply of fever medication.
- Check children's backpacks/diaper bags to make sure that there are no substances that could be a danger to an inquisitive child.
- Medications forms are available at the agency office. Call the E.C.E. Consultant/Home Visitor.
- **Providers never supply medication.**

SIGNS OF ILLNESS

The following are signs and symptoms of infectious diseases or reactions.

- Elevated temperature
- Flushed or pallor of skin
- Listlessness
- Acute cold, nasal discharge or coughing
- Vomiting and/or diarrhoea
- Red or discharging of eyes or ears
- Undiagnosed skin rashes or infections
- Lice (pediculosis or scabies)
- Unusual irritability, fussiness and restlessness

If a child in your care shows any of the above signs of illness Providers must:

- Notify Parent/Guardian at once to come and pick up the child.
- Separated the child from others keeping within visual range.
- Call the E.C.E. Consultant/Home Visitor to notify of change of schedule. Some illnesses must be reported to the local Health Unit.
- Document all illness on child's file information.

ANAPHYLAXIS POLICY

It is the policy of Cook's School Day Care Inc. that:

- ☺ Strategies are in place to reduce the risk of exposure to anaphylactic causative agents.
- ☺ The policy includes a plan to communicate information regarding life-threatening allergies, including anaphylactic reactions.
- ☺ An Individual Emergency Response Plan will be supplied for each child who is at risk of experiencing an anaphylactic reaction (severe life-threatening allergic reaction), with input from the child's Parent/Guardian and the child's physician.
- ☺ The Individual Emergency Response Plan includes emergency procedures to be followed with respect to each individual child in the event that an anaphylactic reaction occurs.
- ☺ This Individual Emergency Response Plan shall be reviewed by the Provider, Home Visitor, and those ordinarily present on premise before the child begins care and annually thereafter.
- ☺ Providers/Home Visitor and persons ordinarily resident at the premises must receive training from a physician or Parent on procedures to be followed if a child has an anaphylactic reaction, prior to the child commencing care.

OUTDOOR PLAY

- Weather permitting, children are to play outside for at least two hours per day
- Outdoor play is supervised.
- Children under the age of 6 years may not be unsupervised. Parents must complete and sign the Outdoor Play Permission Form provided by the Agency in order to play out of doors without the Provider's immediate supervision.
- Facilities in yard must meet safe standards.
- Parent/Guardian must sign the Swimming Pool Authorization Form provided by the Agency before children may use swimming pool.
- Yard must be fenced where there are dangers. Ie. Areas containing water, cliffs, traffic, etc.

SUPERVISION OF CHILDREN

Adult supervision is not only an integral component of successful child care operation, but also an important element of child care safety. Since most significant injuries to young children occur on outdoor playgrounds, it is imperative that they are never left alone or out of sight while in care. This includes when children are using the bathroom and sleeping.

Life threatening injuries can be prevented, and general playground injuries reduced, with appropriate supervision. The presence of the caregiver can greatly enhance the play experiences of children. These facilitators can spot risky elements such as sharp objects (i.e., broken glass) or a dangerous piece of equipment.

When introducing children to a play situation/area it is important to stipulate guidelines for safe play. Caregivers must guide children through positive, non-violent, non-abusive methods in order to achieve discipline. (Refer to Behaviour Management Policy).

Effective Supervision requires careful consideration of the following:

- Position of caregiver/adult.
- Knowledge of rules of supervision.
- Maintenance of ratios.
- Caregivers/adults need to be able to see and be seen.
- Proximity to children – caregiver/adult needs to be near children and be able to communicate.
- Children must be aware of rules and reminded of them often.
- Praise for "doing it right" is important and encouraging.

SUPERVISION IS ESSENTIAL

- Loose clothing, hats with chin straps, cords on hoods, ponchos, scarves and jewellery can get caught on equipment. Make certain that children in your care are dressed safely.
- Community playgrounds must be thoroughly inspected for any unsafe objects or unsafe equipment before children play on the playground. This applies to your own play area.
- Never leave children alone on play structures. Older children often try to make equipment more challenging and use them in unexpected and unintended ways. They may take bigger risks as they develop and test their physical skills.

Teach children how to play safely by following these general rules:

- ❖ No pushing, shoving or horseplay
- ❖ No walking near swings and other moving equipment
- ❖ Keep fingers away from moving parts
- ❖ Wait until structures are dry before playing – slippery surfaces can cause serious injuries.
- ❖ Always hold on to the handrails and grips.
- ❖ Friends are fun, but be careful not to overload the equipment with too many children.
- ❖ Never stand on swings or jump from them while they are moving.
- ❖ Never jump from unsafe heights.
- ❖ Older children should not help younger children to unsafe heights.

Children who are at least 6 years of age may play without the caregivers immediate supervision if:

- ❖ An OUTDOOR PLAY FORM has been completed and signed by Parent/Guardian, provider and E.C.E. Consultant/Home Visitor prior to play.
- ❖ Caregiver must be assured and comfortable with arrangements and know where child is and what he / she are doing at all times.

The Agency will provide you with some helpful winter safety tips and information relating to playground safety and danger of strangulation.

FIRE SAFETY

SMOKE DETECTORS

According to the Ontario Fire Code Regulations, working smoke detectors that conform to the CAN/ULC-S531 standards must be installed:

- Near each sleeping area.
- On every level of the home that does not have a sleeping area.

This is part of the safety checklist completed during the initial visit. The Fire Inspector will advise you upon his visit as to the placement of the smoke detectors if you are unsure.

FIRE PROCEDURE

- Each home will have a written fire evacuation plan.
- This must be posted in a conspicuous place.
- We have a standard form is to be completed prior to your fire inspection.
- The fire inspector must approve your fire evacuation procedure during your fire inspection.
- Each Provider will conduct a fire drill once a month.
- Complete the Monthly Fire Inspection Record supplied by the Agency when fire drills are performed and when smoke detectors, fire extinguishers and carbon monoxide detectors are checked.
- Smoke detectors and fire extinguishers are placed in the homes as recommended by the fire inspector.
- A carbon monoxide detector is also a must if your home is heated with natural burning fuel or you have other appliances using natural burning fuel such as oil, wood or gas.
- Your home must undergo a fire inspection by the local Fire Inspector upon acceptance of his/her application.

A fire inspection must be completed again if renovations are done to the home or if the Provider relocates.

BEHAVIOUR MANAGEMENT

POLICY

- All persons providing child Care for Cook's Home Child Care Agency are expected to abide by the Behaviour Management Policy.

- ✘ Residents, visitors, etc. are also expected to abide by this same policy when in the home during child care hours.
- ✘ Routines, stimulating activities, clearly defined limits and the general childproofing of your home will minimize the necessity for discipline.
- ✘ Open communication with the parents will help you develop a consistent system for dealing with discipline and other concerns.
- ✘ If difficulties arise, do not hesitate to call the Home Visitor/E.C.E. Consultant for assistance.
- ✘ The following forms of discipline shall not be used (Legislative ref. 45 and 47):
Corporal punishment including but not limited to the following:
 - Striking a child, directly or with any physical object.
 - Shoving.
 - Spanking or other forms of aggressive contact.
 - Requiring or forcing the child to repeat physical movements.
 - Physical restraints as a form of punishment.
 - Requiring that a child maintain an uncomfortable position.
 - Forcing consumption of food.
 - Harsh, humiliating, belittling or degrading responses of any form including verbal, emotional and physical.
 - Depriving a child of basic needs including food, shelter, clothing or bedding.
 - Lock or permit to be locked for the purpose of confining the exits of the private home day care.
 - Use locked rooms or structures to confine a child who has been withdrawn from the other children.
- ✘ Discipline we do permit is:
 - Redirection and time-out.
 - Maximum length of time-out:
 - Toddlers - two minutes
 - Pre-schoolers - five minutes
- ✘ With proper programming, discipline should be minimal.
- ✘ Behaviour Management practices are reviewed with each provider upon program commencement and annually thereafter by the Home Visitor.
- ✘ Each provider is required to sign a statement regarding Behaviour Management Practices.
- ✘ Any person residing in the home of a Cook's Home Child Care Provider who is 18 years of age or older must also review and sign this document annually.

- ✎ Persons who regularly visit the home who are 18 years of age or older must also review and sign the Behaviour Management Document annually. This form is provided by the Agency.

PROCEDURE

1. All providers must read, understand and sign an agreement abiding by Cook's Home Child Care Agency's Behaviour Management policy.
2. This agreement is signed prior to placement of children and reviewed annually.
3. The same agreement applies to any resident or visitor who is 18 years or older in the home.
4. An unacceptable behaviour management will be documented.
5. Unacceptable behaviour management will be disciplined by consideration of past performance/record, present performance/record, seriousness of the offence, previous disciplinary action and length of employment.
6. Disciplinary actions may include, concrete advice and specific time frame for improvement.
7. If a contravention of our Behaviour Management policy indicates child abuse, the provider will be IMMEDIATELY SUSPENDED; the Children's Aid Society will be contacted and dismissal may follow.

GUIDELINES

To follow are examples of unacceptable forms of behaviour management:

- Sarcasm and ridicule
- Deprivation of basic needs
- Isolation in a locked room, corporal punishment, etc..

Consequences associated with displaying any form of unacceptable behaviour management:

- Written reprimand and/or suspension and/or dismissal.

BEHAVIOUR MANAGEMENT MONITORING

- Monitoring of behaviour management practices will be done
- with:
 - Home Child Care Provider
 - Volunteers
 - Students
 - Persons residing or regularly on premise

- The intent of the policy is to ensure that there is consistency between the Agency and the Home Child Care Provider with respect to the discipline of children.
- For the purpose of safeguarding those children in care, spot checks will be performed by the Home Visitor to determine the use of acceptable disciplinary practices by the Provider.
- To monitor such practices, the Agency's Home Visitor randomly visits each home to observe, assess and discuss those behaviour management techniques being practised.
- Such inspections will assist the Home Visitor/Supervisor with determining if those policies outlined upon application are actually being practiced.
- The Home Child Care Provider is informed of the consequences of contravention of Agency Behaviour Management Policies upon application.
- In addition to frequent spot checks, the Agency performs quarterly assessments in relation to each Provider's performance and that of the other members of the family, friends, relatives, etc. who interact with the children in care in the home to ensure that all behaviour management techniques used are in keeping with this policy. See Appendix 6
- The Agency provides "The Philosophy of Child Guidance" - helpful information on the behaviour of children and discipline issues. You may also call the Cook's Home Child Care Agency E.C.E Consultant/Home Visitor.

CONTRAVENTION OF THE BEHAVIOUR MANAGEMENT POLICY

Cook's Home Child Care Agency Director will determine disciplinary actions in the event of contravention of this policy.

SERIOUS OCCURRENCES/ENHANCED SERIOUS OCCURRENCES

SERIOUS OCCURRENCES/ENHANCED SERIOUS OCCURRENCES MUST BE REPORTED TO THE E.C.E. CONSULTANT/HOME VISITOR, EXECUTIVE DIRECTOR, MINISTRY AND THE BOARD OF DIRECTORS OF COOK'S SCHOOL DAY CARE INC.

The following procedures include descriptions of roles and responsibilities for reporting and the steps required to promote a consistent approach to serious occurrence/enhanced serious occurrence reporting and related follow-up actions.

DEFINITIONS

Serious Occurrence Category	The incident may be enhanced if...
1. Death of a client	- Suspicious circumstances or negligence could be perceived to have contributed to the death.
2. A serious injury to a client a) An injury caused by the service provider. b) A serious accidental injury. c) A serious non-accidental injury.	- The injury is currently life-threatening . - Suspicious circumstances or negligence could be perceived to have contributed to the cause of the injury.
3. Any alleged abuse or mistreatment of a client	- The incident is an allegation of sexual or physical abuse against staff by a client where the media has become involved.
4. Missing Client.	- The client's age or mental capacity makes him/her especially vulnerable. - A crime is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff). - The service provider contacted the police and an amber alert or a similar public awareness tactic is planned. Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. missing client has returned).
5. Disaster/Disease	- The incident is a lockdown relating to a serious incident occurring in your service provider location - The incident is an outbreak of a serious contagious disease or virus , such as C. Difficile or SARS. - The incident caused major damage to a service provider's location and will significantly disrupt the delivery of services . Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. lockdown has been lifted).
6. A complaint about the service provider.	- The individual or group who complained has contacted the media . - A staff member has been arrested for a serious crime that may have affected clients. - The complaint is about a topic that is often covered in the media.
7. A complaint made by or about a client and any other serious occurrences.	- The incident involves serious criminal activity on the part of the client .
8. Physical restraints	- Service provider staff applied a physical restraint and resulted in a life-threatening injury .

Enhanced serious occurrence reporting procedures will be followed when a serious occurrence affects clients and/or staff, involves emergency services and/or significant media or public attention is likely or has already occurred. An enhanced serious occurrence must be reported within 3 hours.

Note: Within the parameters of the preceding definitions, the service provider is responsible for determining whether an incident is deemed to be a serious occurrence/enhanced serious occurrence as defined by these procedures and whether, therefore, it should be reported to the ministry.

REPORTING TO MINISTRY TIME-FRAMES

Serious Occurrence: within 24 hours

Enhanced Serious Occurrence: within 1 to 3 hours

ALL SERIOUS OCCURRENCES/ENHANCED SERIOUS OCCURRENCES MUST BE REPORTED TO THE HOME VISITOR IMMEDIATELY (905) 372-2143

CHILD ABUSE - YOUR DUTY TO REPORT

As soon as you suspect abuse or neglect anytime - 24 hours-a-day , 7 days-a-week . A phone call to CAS will bring immediate help to a child at risk of abuse. It is not your responsibility to determine whether abuse or neglect has occurred. Each CAS is responsible for the investigation and the assessment of abuse and neglect of children and also the ultimate management of a case when a child is taken into care. **Please contact your local CAS (905) 372-1821 immediately if you have concerns about a child!**

Basically, everyone has a duty to report child abuse... read below to find out what the Child & Family Services Act says about your responsibility to report a child in need of protection - CFSA s.72(1)

The situations that must be reported are listed in detail below.

Child and Family Services Act CFSA s.72 (1)

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society

1. The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i. failure to adequately care for, provide for, supervise or protect the child, or
 - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i. failure to adequately care for, provide for, supervise or protect the child, or
 - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
3. The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.

4. There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.
5. The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
6. The child has suffered emotional harm, demonstrated by serious,
 - i. anxiety,
 - ii. depression,
 - iii. withdrawal,
 - iv. self-destructive or aggressive behaviour, or
 - v. delayed development,
 - vi. and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
7. The child has suffered emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.
8. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
9. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.
10. The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
11. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.
12. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
13. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

Ongoing duty to report - CFSA s.72(2)

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

Persons must report directly - CFSA s.72(3)

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a Children's Aid Society. The person must not rely on anyone else to report on his or her behalf.

What are "reasonable grounds to suspect?"

You do not need to be sure that a child is or may be in need of protection to make a report to a Children's Aid Society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect.

Special responsibilities of professionals and officials, and penalty for failure to report - CFSA s.72(4), (6.2)

Professional persons and officials have the same duty as any member of the public to report a suspicion that a child is in need of protection. The Act recognizes, however, that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so makes it an offence to fail to report.

Any professional or official who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable on conviction to a fine of up to \$1,000.

Professionals affected - CFSA s.72(5)

Persons who perform professional or official duties with respect to children include the following

- health care professionals, including physicians, nurses, dentists, pharmacists and psychologists;
- teachers, and school principals;
- social workers and family counsellors;
- priests, rabbis and other members of the clergy;
- operators or employees of day nurseries;
- youth and recreation workers (not volunteers);
- peace officers and coroners;
- solicitors;
- service providers and employees of service providers; and
- any other person who performs professional or official duties with respect to a child.

This list sets out examples only. If your work involves children but is not listed above, you may still be considered to be a professional for purposes of the duty to report. If you are not sure whether you may be considered to be a professional for purposes of

the duty to report, you should contact your local Children's Aid Society, professional association or regulatory body.

Professional confidentiality - CFSA s.72(7),(8)

The professional's duty to report overrides the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional or official.

That is, the professional must report that a child is or may be in need of protection even when the information is supposed to be confidential or privileged. (The only exception for "privileged" information is in the relationship between a solicitor and a client.)

Protection from liability - CFSA s. 72(7)

If a civil action is brought against a person who made a report, that person will be protected unless he or she acted maliciously or without reasonable grounds for his or her suspicion.

What will the Children's Aid Society do?

Children's Aid Society workers have the responsibility and the authority to investigate allegations and to provide services to protect children.

A Children's Aid Society worker may, as part of the investigation and plan to protect the child, involve the police and other community agencies.

How to contact a Children's Aid Society

Call (905) 372-1821.

All the children's aid societies/family and children's services have emergency service 24 hours a day, so that you can call anytime.

For more information

Contact your local Children's Aid Society **IMMEDIATELY** (905) 372-1821 if you suspect that a child is or may be in need of protection. Your co-operation is vital to making Ontario's child protection system work.

QUALITIES OF A GOOD PROVIDER

When considering providing child care, it is essential that you are aware of the personal/professional qualities our agency considers to be of importance and would assist you in caring for children.

A Good Child Care Provider is Someone Who...

- Enjoys children and is happy to spend time with them.

- Sees a child as an individual and makes every effort to understand and encourage his/her development.
- Is aware of child's developmental stages and ages and can provide fun learning activities appropriate to the children in care.
- Accepts her/his work with children as a major responsibility while the children are in her/his home.
- Is friendly, warm, affectionate and understanding.
- Has patience and can maintain control in different and/or surprising circumstances.
- Is responsible/reliable: the children and parents, guardians depend on you.
- Is flexible: when working with children, things change and seldom go as planned.
- Has knowledge of nutritional needs of children and will provide nutritious snacks and lunches to promote healthy eating habits.
- Has lots of energy, whether caring for infants, chasing two year olds or coping with the emotional ups and downs of school age children.
- Is willing to share her home and some personal possessions.
- Has good health: working with children means exposure to colds, viruses, and a variety of normal childhood illness.
- Has knowledge of first aid and a plan for dealing with emergencies.
- Is willing to follow appropriate behaviour management techniques.
- Communicates and co-operates with the parents of the children in his/her care as well as his/her E.C.E. Consultant/Home Visitor.
- Uses discretion: as a caregiver you may come upon things about your families, which must remain confidential.
- Is willing to keep accurate records as required.
- Is willing to increase and enhance her/his qualifications by attending workshops and learning to use the available community resources.
- Has a willingness to work in partnership with parents and the staff of a licensed home child care agency.