



Lamont County Regional Family Day Home Program

Provider Handbook

General Information

Any questions regarding the Lamont County Regional Family Day Home
Program can be directed to:

Family & Community Support Services Lamont County Region
Administration Building 5303-50th avenue
Lamont, AB T0B 2R0
780-895-2233 or toll-free at 1-877-895-2233

All voicemail messages left on the mailbox of FCSS Lamont County Region
are confidential.

Glossary

CFS – Alberta Child & Family Service

CYIM - Intervention Record Check

FCSS – Family & Community Support Services

FCSSA – Family & Community Support Services Association

FDH – Family Day Home

FDH Manual- Family Day Home Standards Manual for Alberta

FSLW – Family School Liaison Worker

ICC – Inclusive Child Care



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Recruitment and Monitoring

The Lamont County Family Day Home Agency advertises ongoing to recruit potential providers. This is done via local newspaper, social media and community awareness events. The Agency is then dependent for potential providers to express interest and contact the agency to pursue approval. The following procedure is followed to recruit, screen and monitor providers after the point of initial contact.

- The potential provider is given the provider application package and the Family Day Home Coordinator will personally answer any and all questions the potential provider may have. If the Coordinator is unable to answer the question received, they may contact the Children's Services Licencing Officer for assistance and direction.
- The potential provider is instructed to complete the application package which must include:
 - an original copy of their Intervention Record Check and Vulnerable Sectors Criminal Check for each individual who resides in the residence Any potential provider who has not lived in Alberta for more that six months must provide a Vulnerable Sectors Criminal Record Check and Intervention Record Check from their previous province of residence.
 - A statement signed by the applicant disclosing any prior criminal offense of any person younger than eighteen years old who resides with the provider in the proposed family day home.
 - A copy of current house insurance stating that the provider is covered by liability under a comprehensive all-risks basic homeowner's insurance
 - Copy of liability insurance. Note: The agency will obtain additional liability coverage for each provider in the amount of not less than \$2,000,000 per occurrence. This will come into effect the day of approval and first day of business.
 - A copy of current motor vehicle insurance identifying third party liability of no less than \$1,000,000 per occurrence, if the potential provider choses to transport children by motor vehicle.
 - A copy of all current pet immunizations for all pets that reside in the potential family day home.
 - An evacuation plan for the potential family day home
 - A completed physician's note (found in application package).
 - If renting a home, a letter of consent from the landlord acknowledging and providing permission for the operation of a family day home.
 - Three personal references (found in application package).



Recruitment and Monitoring Continued....

- After a full application is received, the Family Day Home Coordinator will proceed with completing three initial screening home studies. Note: All residents of the home must be present for a minimum of two out of three of the initial screening home studies.
- During the first initial screening home study, the Family Day Home Coordinator will provide the potential provider with a copy of the Service Plan, Provider Handbook and Alberta Family Day Home Standards and provide a comprehensive review of each document.
- Potential providers are encouraged to ask questions before proceeding with the process to ensure that they agree to all terms and requirements.
- During each Initial Screening Home Study, a safety checklist shall be completed.
- The potential provider will receive a copy of both the Initial Screening Home Study and the Safety Checklist with action items within a maximum of one week from time of visit.
- The Family Day Home Coordinator will not proceed with the next scheduled visit, until the potential provider has indicated that they have completed all action list items provided.
- Once the potential provider has contacted the Family Day Home Coordinator to request a second visit and indicated all action items have been completed, a second and third Initial Screening Home Study will be scheduled.
- All potential providers residences must meet standards as outlined in the Alberta Family Day Home Standards Manual and Home Safety Checklist.
- If necessary, additional home studies may be completed until all requirements are met.
- After all requirements are met, The Family Day Home Coordinator will:
 - Provide and review the Agency/Provider Agreement and sign the document with the provider. This contract must be signed BEFORE the registration and enrollment of families. In signing the Agency/Provider Agreement, the provider agrees to adhere to all policies and procedures of Lamont County Family Day Homes, all standards as outlined in the Alberta Family Day Home Standards Manual, all standards as outlined in Agency Accreditation Process and all goals as listed in the Accreditation Quality Enhancement Plan.
 - Review the Service Plan and the Alberta Family Day Home Standards Manual with provider once more. The provider will then sign an Acknowledgement of Understanding that they have read, understand and will comply with all policies and procedures outlined in the Family Day Home Service Plan.
 - Provide all forms required to complete provider documentation requirements and review with provider.
 - Provide a copy of the Agency Accreditation Quality Enhancement Plan and review with provider.

Lamont County Regional Family Day Homes reserves the right to discontinue provider approval process at any time.

Termination of Agreements

Providers who choose to terminate their agreement are required to give thirty days written notice. All property including equipment, toys and documents, agency forms and documentation provided by Lamont County Regional Family Day Homes must be returned by the date of termination.

Provider Roles and Responsibilities

Family day home providers are responsible for the safety and wellbeing of each child in care as well as the emotional, physical and developmental health of children in care.

Family day home providers are responsible to adhere to standards as outlined in the Alberta Family Day Home Standards Manual and the Family Day Home Service Plan as well as Accreditation Standards.

Family Day Home Providers will:

- Adhere to all program policies and procedures contained within the Service Plan, Alberta Family Day Homes Manual and Accreditation Standards.
- Adhere to all mandatory changes that may occur to policies such as in the Family Day Home Standards and/or Accreditation Standards.
- Demonstrate a commitment to ongoing professional development by attending at least three professional growth activities yearly.
- Practice proper hygiene and hand washing practices themselves and with the children in care, adhering to information provided by the agency.
- Hold a valid first aid certificate with CPR level C prior to commencement of care and keep it up to date Encourage children and families to bring items that reflect the child's home and family life.
- Attend 6 provider meetings per year as planned by the FDH Coordinator, unless there are extenuating circumstances. I.e. Death in the family, extreme weather, etc.
- Take proper care of any and all toys and equipment lent to the provider. These must be returned when the day home closes. There may be a fee charged to equipment returned damaged.
- Personally, supervise the children during hours stated in the enrollment commitment made by the families, following the FDH Standards Manual (see Standard 8).
- Share child information with others only with written permission from the parent or legal guardian.
- Be responsible for all due care and attention. Family Day Home Providers are liable for negligence.
- Provide a current criminal record check, including vulnerable sector search, and a CYIM Intervention Record Check, dated no earlier than six months prior to start of contract for everyone over the age of 18 residing in their home and a statement signed disclosing any prior criminal offense of any person younger than 18 years old who resides in the home, and must provide a new updated original of each document every 3 years. In order to enter into contract, all criminal record checks, including updated, must prove clear of the following:



Provider Roles and Responsibilities Continued

- i. Conviction of a crime involving child abuse, child neglect, moral corruption, physical violence or pending trial or charges of the before mentioned.
- ii. Indicated and founded report of child abuse

The agency is entitled to terminate the potential provider's approval process or providers' agreement with the agency should the Criminal Record Check and/or Intervention Record Check prove invalid in any way.

- Provide a physician's note stating that they are mentally and physically able to care for children in a Family Day Home setting.
- Sign and adhere to the confidentiality agreement.
- Be active and participate in guidance and training.
- Participate in scheduled and unscheduled home visits by agency staff or Children's Services Licensing Officer, during day home hours.
- Obtain approval for pets and provide the program with proof of animal immunizations.

Family Day Home Providers will use professional conduct when:

- Welcoming children and parents on arrival, and see children are safely delivered to their parent/guardian as indicated on enrolment form, at the end of each day.
- Recognizing that all times of the day are learning opportunities.
- Ensuring that there is clear communication with the parent and that all pertinent information is exchanged with them.
- Providing an appropriate eating and sleeping schedule for children with respect to their developmental age.
- Providing the childcare program in their home adhering to, but not limited to Alberta Family Day Home Standards (see Standard 7) and Accreditation Standards.
- Having children participate in outdoor activities on a daily basis (weather permitting).
- Teaching, encouraging and modeling positive behavior.
- Maintaining predictable and scheduled transitions between activities.
- Providing regular updates to FDH Coordinator with respect to absent days, child development, issues/ concerns, support and ideas.
- Promoting the program and their position in a positive way.
- Holding themselves in a healthy, positive manner in the community as they represent the agency at all times.



Provider Payment

The Provider is a self-employed individual and is eligible to make the appropriate income tax deductions resulting from being self-employed.

Providers are to negotiate payment details of childcare fees with families at the time the Provider/Parent/Agency Agreement is signed.

Lamont County Regional Family Day Homes is in no way responsible for setting payment rates or collecting and dispersing childcare fees. Therefore, the agency will in no way reimburse families or providers if disputes arise concerning payment of Childcare fees.

Providers are required to submit fully completed timesheets by the 1st of each month. The agency will then submit this information on behalf of the Provider to the Alberta Child Care Claims Unit and disperse any and all Provider Support funding and/or Infant Care Incentives received to the Provider by cheque no later than 10 business days after funding is received.

Provider Orientation, Training and Development

Each provider will develop a training plan with the Family Day Home Coordinator at the time of approval. This training plan will include all training required as per Alberta Family Day Home Standards, Accreditation Standards and that obtained from Provider input. Training plans must be made and documented in accordance with the FDH Standards Manual (see Agency Standard 5A).

Training Plans are informally reviewed on a regular basis by the Family Day Home Coordinator and reviewed formally each year during the providers Annual Evaluation.

Professional development opportunities will be available to both program staff and providers on a regular basis. As we are a small agency, training is often incorporated into Provider Meetings to facilitate attendance and resources available.

Providers are also encouraged to seek out training and professional development opportunities and provide feedback to the agency. Requests for financial assistance and support to attend additional training opportunities will be considered on a case by case basis.



Home Visits/Studies

All home visits will be conducted bi-monthly, a minimum of six times per year, in each provider's home during hours of care. Visits will be both announced and unannounced. Extended hours of care are also subject to home visits.

The Coordinator may, at their discretion, visit more than the required six visits. All visits will be documented on the Family Day Home Agency Home Visitor/Consultant checklist. A minimum of two visits per year will also include the Alberta Family Day Home Home Safety Inspection Checklist.

During visits, the FDH Coordinator will review each provider's compliance with the standards of care as per the Alberta Family Day Standards Manual, Accreditation Standards and Lamont County Regional Family Day Home Program.

During the visit, the Family Day Home Coordinator also available to provide any support needed such as training opportunities, consultation, information sharing, and/or problem solving.

If there is a non-compliance, a plan of action will be documented with a deadline for remedy to meet all standards.

The Children Services Licensing Officer will also visit a minimum of two providers per year during day home hours as indicated in the FDH Standards Manual (see Standard 1).

The summary of inspection reports for the past 18 months will be posted to enable parents to make an informed decision about their choice of childcare.

All communication with providers outside of home visits will be documented on a Record of Contact form

Annual Provider Assessment

All providers will receive an Annual Performance Assessment as per Alberta Family Day Home Standards (see Agency Standard 4).

At this time the Family Day Home Coordinator will meet with the provider in the provider's home to together review, complete and sign the Approved Family Day Home Provider Performance Assessment Form.

Providers will be encouraged to submit input and feedback regarding their evaluation and the Family Day Home Coordinator will commit to documenting and following up with all feedback received.

Assessments may be used to determine the continuation of the provider's agreement.



Provider Profile

The Approved Family Day home Provider Profile will be completed for each provider at the time of provider approval and will be updated after each visit by the agency. The Provider Profile will be posted in the provider's home in an area that is accessible by parents/caregivers to review.

Provider Programming

Family Day Home Providers will develop childcare programs that stimulate the social, emotional, physical, creative and intellectual needs of children. The agency will assist providers in this process as required. Examples may include providing resources or providing training opportunities, or in the case of children with special needs, assisting in access to further resources or programs such as ICC (Inclusive Child Care). This process will be monitored and documented at the bi-monthly home visits.

Family Day Home Coordinators will commit to assisting providers to ensure they have the resources and time to program plan. This can be done by incorporating planning time into meeting and visits as well as assisting Providers to access the agency Lending Library for resources.

Providers will maintain awareness of best practices and incorporate them into programming ongoing.

Provider/Agency Staff Records

All provider/agency staff records as listed in the Family Day Home Standards Manual (see Agency Standard 6C) are stored by the Agency in a secure location on the Agency premises for the duration of time the provider/agency staff remains with the agency. Records relating to provider/agency staff must be available to the provider within reasonable notice.

When a provider discontinues service records will be kept on site for two years following and will then be shredded, with the exception of all financial records which will be kept for a minimum of ten years, after which they will be shredded.

Provider records are available to providers within reasonable notice and available to the Children Services Licensing Officer at all times. Providers must sign a Sharing of Information Acknowledgment Form at time of agreement commencement.

All provider contact with agency staff will be documented on the Record of Contact form.



Visual Identity for Family Day Home

Agencies and providers must display the visual identity for family day homes in accordance with the Visual Identity Guidelines and as outlined in the FDH Standards Manual (see Agency Standard 9, and FDH Standard 13).

Hours of Operation

Each provider is required to choose and state in writing their hours of operation. The hours will be set based on parental needs and provider availability. The Family Day Home Coordinator will use this information for the placement of children. The hours are also listed on the Provider Profiles.

The agency hours are 8:30 – 4:00 pm Monday to Friday.

Extended Hours

Any care provided outside of regular hours must be clearly documented and communicated with the agency. The Family Day Home Coordinator will be available to monitor extended hours care as provided.

Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent.

Minimum requirements for extended care hours are as follows:

- No provider shall offer childcare for a child for a period longer than 18 hours in any 24 hours without prior written notification to the agency;
- Providers offering childcare to a child for a period longer than 18 hours in any 24-hours must provide that child with sleeping time. In such cases the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs (male and female school-aged children must sleep in separate rooms).
- Providers offering extended care is required to provide the child with facilities for bathing/showering (children must be bathed individually and supervised, according to developmental needs as per the Alberta Family Day Home Standards Manual (see Agency Standard 6B)

When an emergency occurs during extended hours, providers are to follow the appropriate emergency procedure as listed under Critical Incident and Investigation Procedures.



**HOURS OF
OPERATION**

Transportation of Children

Providers must have the parent's written permission to transport their child, or permission must be written into the parent contract. (FDH Standard 5) This includes transportation by foot.

Parents must be advised of their children's outings, including transportation and supervision arrangements. All supervision arrangements must be discussed with the Family Day Home Coordinator.

Safety Rules are to be reviewed with all children prior to transport. Providers are to prepare children for all outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.

Alberta Highway Traffic Act, the Canadian Motor Vehicle Safety Standards and Transport Canada must be adhered to when transporting children.

All providers who transport children must obtain automobile liability insurance coverage at a minimum of \$1,000,000 per occurrence.' (FDH Standard 1B)

A copy of transportation permission, valid Alberta driver's license and vehicle insurance is to be provided to the Family Day Home Coordinator prior to transporting children.

Providers will obtain permission for all out of town field trips, aside from the transportation permission granted.

When using a vehicle, the provider will maintain child restraints appropriate to the ages of the children, and these restraints will be installed according to the manufacturer's instructions.

At no time are the children to be left unattended in the provider's vehicle.

The Provider will inform the Family Day Home Coordinator and the parent of any field trips outside of their local town. Providers will keep transportation of children at a minimum.

Liability Insurance

All providers must have liability coverage for no less than \$2,000,000 per occurrence. The Lamont County Regional Family Day Home program purchases commercial general liability insurance as a day home agency that covers no less than \$2,000,000 per occurrence.

Providers are to obtain a comprehensive all-risks basic homeowner's insurance policy. Insurers may offer a childcare liability extension on an existing homeowner's policy.

Expensive and fragile items should be insured under a personal property floater.' (FDH Standard 1A)

As part of the provider application process, providers must provide a copy of insurance to the Family Day Home Coordinator prior to commencing care, and to provide updated insurance annually.



Service Philosophy and Approach

Family & Community Support Services is a partnership that develops locally driven preventive social initiatives to enhance the well-being of individuals, families and communities. FCSS believes that a community's most valuable resource is its people and that we can help build strong communities through positive, caring interaction and mutual respect.

The programs developed are intended to help individuals in their community to adopt healthy lifestyles, thereby improving the quality of life and building the capacity to prevent and/or deal with crisis situations should they arise.

The community is involved with FCSS programming first and foremost through the FCSS board. Community members are encouraged to talk to their community members' at large, and local FCSS staff about initiatives, concerns, and program ideas. These concerns are taken into account when planning for future programming or enhancing current programs.

Our philosophy is that all children deserve to be loved and liked. Children depend on adults to provide safe and nurturing early learning and care that meets their individual developmental needs. It is our belief that children develop to their fullest potential in environments that are stimulating and provide diverse activities through play and true to life experiences that allow them to experience the world. We identify the important childrearing role of families and commit to provide a program that supports, strengthens and supplements this role.

We will provide programs that are carefully planned to take into consideration knowledge of child growth and development, while still allowing for spontaneity and flexibility that will allow children to develop healthily, in a well-adjusted manner and become contributing members to community and society.

Our agency will aim to create linkages throughout our county, bringing together families, service providers and local resources that will lead to a strong social network within our community. As an agency, we can help assess a family's needs and place them with an appropriate day home provider.

Our day-homes are an excellent choice for families seeking inclusive, individualized and personalized care that is tailored to their needs. Individuals who prefer small groups in a home-like setting should find family day homes a good fit for their needs. Lamont County Regional Family Day Home Program believes that individual attention and the intimacy of a home setting is important to children whose parents are unable to care for them during the day.

We welcome and encourage families of all cultures, family dynamics and income to participate in our affordable quality program. Subsidy may also be available through Child and Family Services for those who qualify.

Provision of care will be governed by direct use of policies, procedures, practices and standards that are set out in the Family Day Home Standards Manual for Alberta, Alberta Accreditation Standards and the guidance received from Alberta Children Services.

The program is managed by FCSS Lamont County Region which is governed by Lamont County and the FCSS Lamont County Region Board.



Goals for the Service

Our goal is to provide our community with safe and quality childcare. Our Family Day Homes will offer families the opportunity to seek tailored, safe and nurturing care that can meet the comprehensive developmental needs of all children. The main goals of the program are to:

- Provide quality childcare services to children and families residing in Lamont County which includes six municipalities.
- Obtain community and local government support in recognition of the importance of quality monitored childcare.
- Provide support to the providers and families utilizing our program.
- Provide support to families with infants and children with special needs or disabilities as needed and available.
- Provide resources and training to providers as required. I.e. Special needs children, meal planning, etc.
- Offer parents the option of a formal childcare service in a family home setting where care is monitored to ensure it meets established standards, and where parents can access assistance with fees through the Child Care Subsidy program.
- Support parents who are employed, looking for work, going to school or requiring care based on the special needs of the child or parent.
- Ensure that children's health, safety and well-being are protected.
- Ensure families are confident that their children are receiving high quality, nurturing, safe, and affordable care.
- Provide providers with ongoing support enabling them to provide tailored care that is responsive to the changing developmental needs of children.
- Create a network of like-minded individuals for providers that they can call on for support.
- Maintain awareness of emerging best practices and incorporate them into programming ongoing.
- Invite Family Day Home families to participate in activities that will help them to develop relationships with each other and encourage community.
- Provide sufficient office space for the facilitation of the program.

The agency will assist providers in planning for and carrying out best practice under this philosophy and approach. During bi-monthly home visits the agency will be intentional in assisting the providers in planning for any areas they made need assistance with, particularly in planning for the development and stimulation of children socially, emotionally, physically, creatively and intellectually. The agency will also be available for any questions or assistance needed between home visits.

The agency philosophy, goals and outcomes will be reviewed annually and quarterly as required by CFS. The providers are given opportunity to comment on their needs and goals during home visits.

Families are able to provide feedback regularly through the provider or directly to the agency by contacting the Family Day Home Coordinator. Information received will be reviewed and considered for enhancing our program. All major program changes will be reviewed by Children Services and the FCSS Lamont County Region Board before being implemented. Families will be notified of all changes in writing and will be given the opportunity to provide feedback.



Child Placement

Recruitment for the program is the responsibility of the Family Day Home Coordinator but may be done through the providers as well. Recruitment is accomplished through, but not limited to, newspaper ads, word of mouth, referrals, and advertisements distributed to local schools and/or posted around local towns.

Initial intake of children will be completed by the Family Day Home Coordinator with the parent or guardian of the child. Together, parents and Coordinator will assess the families' needs for childcare by using at least the following information:

- Days and hours of care needed
- Number and ages of children
- Preferred location i.e. Lamont
- Allergies to pets
- Special requirements i.e. infant, special needs, etc.

Once needs are established, a list of available providers and respective Approved Family Day Home Provider Profiles will be reviewed with the family, including information regarding home visits, complaints received, and any incidents that may have occurred in the provider's day home program.

The Family Day Home Coordinator will assist providers, as needed, in planning pre-placement contact between providers and prospective families, before the child is officially registered in the home.

All necessary forms are to be completed by the provider and/or Family Day Home coordinator before the family begins using the day home service.

All forms and family information are to be returned to the agency if service is terminated. All child emergency contacts must be updated yearly. If there are any changes in program policies, parents will be mailed the appropriate information.

Parents are responsible to adhere to all policies as outlined in the agency service plan, parent handbook as well as all forms signed.



Child Placement Continued

Intake includes:

- Completion of Child Registration Form, which includes health information, immunizations and allergies
- Parents provided with Medical Authorization Form
- Review of policies as stated on the Provider/Parent/Agency Agreement and/or Enrolment Commitment Form (used in the event of a contract change)
- Review of subsidy forms and information, if applicable
- Orientation of the Parent Handbook, to the parents and children (as developmentally appropriate) which parents will be provided with, which includes all pertinent information for parents.
- The family is to meet perspective provider in the provider's home before service is initiated to assess whether the placement is a good fit. The FDH Coordinator may assist in this process.
- All possible avenues will be explored in placing a child who has special needs with an appropriate provider. I.e. relevant supports and services, training etc.

The day home provider chooses the ages and number of children he/she is willing to care for in accordance with the Family Day Home Standards Manual of Alberta. Providers may care for a maximum of six children 0–12 years old, including their own children. A maximum of three children may be under 36 months. A maximum of two children may be under 24 months.' (see FDH Standard 6)

The Provider will inform the FDH Coordinator immediately of any changes or vacancies that arise while participating in the program.



Information Records

Once the provider and family have agreed to place a child in the program, a provider/agency/parent agreement is signed, and a registration form is filled out. Both the provider and Family Day Home Coordinator must keep in their records an up to date copy of the agreement and registration form. All parent records must include information as listed and stored in compliance with the Alberta Family Day Home Standard Manual (see Agency Standard 6C and Family Day Home Standard 2).

Children's Information Records

Child Information will only be shared with the written consent of the parent or legal guardian.

Children's Information Records will contain up-to-date information for each child that includes:

- The child's name, date of birth, home address.
- A completed enrolment/registration form and parent/provider/agency contract.
- The parent/guardian's name, home address, work address, home telephone number, work telephone number.
- Emergency contacts names and telephone number(s).
- Evidence that child's parent(s) have been advised of any outings including transportation and supervision arrangements.
- Daily attendance details including arrival and departure times (parent(s) should initial the child's arrival and departure times as a security measure for the transfer of responsibility between the parent and provider).
- Information about any health care provided to a child, including written consent of the child's parent to provide or allow for health care.
- Any other relevant health information about the child provided by the child's parent(s), including immunization records and allergies.

Providers will maintain updates to children's information records (i.e., attendance sheets, new health information, etc.) for no longer than one month. Within five working days after the last working day of the previous month providers must submit all updates children's information records to the agency. Records must be kept by the agency for a minimum of two years.

Records are available to parent(s) at reasonable times and are available to the Children Services Licensing Officer at all times. They will be stored securely on the agency premises.

Parents are responsible to provide the agency with any new information pertinent to their child's registration form.

If a child is removed from the program, the information records will be kept for a minimum of two years, with the exception of all financial records which will be kept for a minimum of ten years, after which they will be shredded. Documents to be shredded will be placed on an inventory list and submitted to the regional office prior to shredding. A set of portable emergency information records must be created by the provider and brought on all outings which must include all information (see FDH Standard 3). A template may be supplied from the Family Day Home Coordinator.



Waiting List

If there are no homes available in the agency, the family will be placed on a waiting list, with their permission, for no longer than one year. After that time, they will need to contact the agency again regarding care as they will be removed from the list. The family waiting will also receive the document ‘Choosing Child Care: A Guide to Licensed and Approved Child Care in Alberta.’ Families will be referred to other appropriate programs such as other government approved agencies.

Back up Care

The Family Day Home Program shall aim to establish a system of alternate care to ensure that there are arrangements available when the regular provider is not available. Alternate care may be provided by the Family Day Home Agency in the following manner:

- i. Approved provider in original provider’s home
- ii. Approved provider in another approved provider home
- iii. Family utilizes a different approved provider in the program

In approving a substitute provider for the purposes of backup care, the agency must be satisfied that the individual can meet standards as outlined in the Alberta Family Day Home Standards Manual for family day home providers.

All approved back up providers must follow the same process as regular providers. See ‘Provider Recruitment & Monitoring’.

Where there is no established system of alternate care, the parents are responsible for finding alternate care. The Family Day Home Coordinator will assist families, if necessary, by providing all known resources of alternate care.

Parents must give written approval for all alternate care arrangements. All providers must be approved by the agency prior to giving care based on ministry standards.

Cancellation of Alternate Care

When alternate care is received through another provider in the Lamont County Regional Family Day Home Program, the parent will be required to give the alternate provider notice by the day prior to canceling. The parents must have signed documentation with the alternate provider before receiving backup care.



Parent Resources

The Lamont County Family Day Home Agency is committed to

- Establish and maintain relationships with community groups and local professionals to ensure that they are aware of resources and services available to families.
- Collaborate and advocate ongoing for the development of services that meet the needs of children and families.
- Invite local professionals and community service specialists to participate in the program
- Maintain information on resources available for children and families.
- Utilize resources available to meet the needs of children and families
- Act as a liaison and advocate for families with service providers.
- Assist families when dealing with barriers to access programming.

Parents may have access to community resources as available through F.C.S.S. Lamont County Region. The Family Day Home Coordinator will refer families to resources as required and/or requested.

Parent Involvement

Prior to placement, all families will receive the parent handbook, which outlines parental involvement, the agency's approach to childcare, and the program expectations.

Providers will post all meal plans, events and scheduled activities weekly, which must be available to parents at all times.

Providers will communicate with parents on an ongoing basis about any needs, progress, etc. of child's experience while in care. Providers will aim to provide individualized care for each child while maintaining a schedule for the group they have in their care.

Providers will aim to work with parents in assisting in healthy age appropriate child development, i.e. Potty training, learning to use scissors, etc. Provider will report to Family Day Home Coordinator any needs, issues, areas they may require training, etc. as necessary.

Parents must initial the Child Monthly Hours form at the arrival and departure time of their children each day, including field trip days. Anyone authorized on the Child Registration Form may also initial. Children will be released only to those authorized on the Child Registration Form. If the provider is leaving for a field trip and has made every effort to contact the parent and/or emergency contact to locate the child, the provider has the right to leave for the field trip.

Parents are encouraged to participate and attend the program when possible. If parents wish to attend field trips they will be encouraged to do so. Provider will ensure that parents are given the opportunity to participate in fieldtrips including reasonable notice as they are scheduled. If a parent attends a field trip, they are responsible for their own child **only**. Once the parent arrives to the field trip, they must sign their child out as they are now responsible for the child.

Providers 'must obtain written consent from the parent for their children to participate in off-site program activities.' (see FDH Standard 7B)



Parent Involvement Continued.....

Parent Contact

All contact between agency staff, and parents will be documented on the Record of Contact form and filed in the respective parent file, including contact during inquiries or the intake process.

Parent Concerns/Suggestions

During intake, the parents will be orientated to responsibilities of all parties in a placement, i.e. agency, provider, parent, child, via the agency service plan. The agency will circulate information via letter or the childcare provider about additional special events, general information, updated forms, etc.

After a new placement, the agency will initiate contact via telephone after the first week of placement to hear any questions, comments, or concerns that may arise. The parent will always be welcome to call or stop by the agency if they wish. The FDH Coordinator will make every effort to contact parents about concerns within 1-2 business days, and have concerns dealt with, if possible, in a timely fashion.

The agency will do its best to place the family with a day home provider that will best meet their needs.

In the event of 'after hours care', the parent will make additional documented arrangements in the agreement with the day home provider.

In the event of a parent complaint, the agency will act as a liaison between the parent and the day home provider, if the complaint cannot be dealt with between the parent and provider first. All complaints will be documented on the Complaint Record Form, which is submitted monthly to Children Services Licensing Officer.

For additional information see, 'grievance process'.

Any helpful suggestions from the provider, families in care and the greater community are welcomed. Whenever possible and reasonable, suggestions may be put into practice in the agency. The agency welcomes and encourages feedback from all parties involved.

Fees

All fees are agreed upon between the parent and provider at the time of signing the Provider/Parent/Agency Agreement. Providers choose their own fee for service and must explicitly write their fee for service amounts in the agreement, which will be kept in their respective child file.

Lamont County Regional Family Day Homes is in no way responsible for setting payment rates or collecting and dispersing childcare fees. Therefore, the agency will in no way reimburse families or providers if disputes arise concerning payment of Childcare fees.

As needed, the agency will assist parents in applying for subsidy by helping them to fill out subsidy papers or giving them information regarding the online submission process. Parents, providers and the agency must all comply with the agreements set out in the Provider/Parent/Agency agreement.



Holiday Closures

Providers are not required to work the following holidays:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Monday, Remembrance Day, Christmas Day, Boxing Day.

It is the provider's responsibility to inform parents and the agency whether they will provide care during the above noted holidays and to inform parents of any other personal holidays they may take. Notice must be given no less than two weeks before the holiday start date, however one month's notice is recommended. If provider is not providing care during holidays, and there is no other provider or back up care available, parents are required to obtain their own alternate care, at their own expense.

Complaint Process

All complaints must be in writing and forwarded to the Family Day Home Coordinator.

All complaints will be documented on the Approved Family Day Home Provider Complaint Record form, which will be submitted monthly to Children Services Licensing Officer.

Complaints will be followed up through a home visit or interview with the provider. At the conclusion of the investigation, the outcome will be given in writing to the complainant and the parents of any children involved.

Appeal Process

If the Family Day Home Coordinator is unable to resolve the issue, it is to be forwarded, in writing the FCSS Director and/or the Children Services Licensing Officer.

If the Director is unable to resolve the issue it will be forwarded to the FCSS board who will then make an informed decision. The FCSS board will then provide the final decision in writing to all parties.

The Family Day Home Coordinator is responsible to document all grievances received and follow up completed. All appeals must be in writing and will be dealt with within 14 days of the written notice given.

Termination of Care

Parents, Providers and/or Agency are required to provide two weeks notice to the Parents, Providers and/or Agency to terminate service for a child. All forms and family information held by the provider must be returned to the agency if service is terminated. Any termination letter written by the provider to be given to the parent, must be reviewed by the agency first.



Weekly Schedules

Providers are required to:

Plan and post, and make available to parents, a weekly schedule of daily activities that:

- Ensures children’s developmental needs are met, including emotional and psychological; physical and nutritional; intellectual; and creative and social.
- Ensures there are individual and group activities, and indoor and outdoor activities (weather permitting) in an organized and equipped play space.
- Provides the organization of daily routines for different ages for eating, sleeping, resting, playing, toileting, diapering.
- Includes planned experiences geared to children’s interests that builds on their experiences in their families, communities and cultural backgrounds.
- Includes musical experiences which reflect various cultures, and where children can respond in their own way.
- Includes experiences where all children can express themselves creatively.

Consult with parents regarding development goals as needed, when possible.

Ensure the use of computer, TV and video technology is limited, thoughtful and intentional.

Accommodate the needs of infants and special needs children, to the standard of, but not limited to those outlined in the Family Day Home Standards Manual (see Standards 4B and 7). The agency will assist in any areas possible i.e. training.

Provide a completed daily safety checklist form to the Family Day Home Coordinator at the end of every month.

Provide completed Weekly Schedules to the Family Day Home Coordinator at the end of every month.

Lending Library

Providers may take advantage of the agency lending library in providing for their day home program. All items are to be returned as indicated on the lending library form or when contract is terminated. Providers may be charged for lost/broken items.



**LENDING
LIBRARY**

Supervision

Providers must appropriately supervise the children, meeting their developmental needs, at all times as per the Family Day Home Standards Manual (see FDH Standard 8).

The provider will be effective in observing children's play and behavior by directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups.

The provider must observe all play and anticipate what may happen next in order to provide the opportunity to assist children and intervene in the event of potential danger; listening closely to children, even those who are not in the provider's direct line of sight (such as those in outdoor play spaces or areas where children nap).

Providers must position themselves to allow for the supervision of the entire group of children. They must watch and participate in children's play to ensure that children are playing in a safe manner.

Providers must monitor children's health to identify early signs of fever, illness, or unusual behaviour.

All children must be accounted for both on and off provider's residence, when arriving or leaving the provider's residence or entering or leaving a vehicle.

Should a provider transports child between school and provider residence, and a child fails to show up at the arranged pick up time or location, providers must contact school administration, contact parent(s) or emergency contact if parent not available. If child is not found, the provider should follow the incident procedures as this is now an unexpected absence of a child from the program.

The agency will review the supervision policy during bi-monthly home visits.

The Family Day Home Coordinator will review the safety checklists submitted monthly by the provider to ensure providers have ensured their house is safe prior to supervising children.

Meals and Snacks

Providers are required to provide snacks and meals as stated in the Family Day Home Standards Manual (see FDH Standard 12) with proper reference to the most recent version of the *Canada Food Guide*. All meals must include one serving from each of the four food groups. Each snack must include at least 1 serving from at least two of the four food groups.

All weekly menus will be documented on the Weekly Schedule and available for parents to review. All providers will review and document menus daily as part of their Weekly Schedule to ensure that they meet the changing nutritional guidelines of research and *Canada Food Guide* to support children's healthy development.

The cost of these snacks and meals are the responsibility of the providers unless otherwise noted.

All allergies must be recorded in the child registration form. In the event of a special diet or allergies, the provider will work with the parent to create a meal plan for that child and will document the plan. The parent may need to provide special diet items i.e. specialty foods. Infants will be fed as specified in writing by the parent. Parents of infants will provide all food required.

The provider will encourage parents to follow the recommendations of the most recent version of the *Canada Food Guide* when providing meals and snacks. The provider will supplement the child's meals and snacks when the food provided by the family does not meet the requirements of the most recent version of the *Canada Food Guide*.



Infants and Special Needs

Before placement of an infant, providers must have:

- All furnishing and equipment in place as listed in the Family Day Home Standards Manual (See Standard 4B)
- Updated information in regard to, but not limited to, proper diapering, proper sleeping arrangements and SIDS, from the agency.

Before placement of a child with special needs, a provider must have proper training to ensure the provider will be able to take proper care of the child's individual needs. If possible, the agency will provide resources for available training to the provider, in agreement with the provider. Special needs children will not be placed if adequate training is not available, to ensure the child receives proper care. This training must be documented in the provider's file.

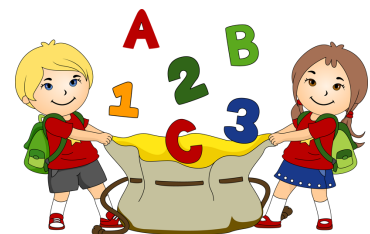
Child Guidance Policy

The agency believes that children depend on adults to provide safe and nurturing early learning and care that meets their individual developmental needs. It is our belief that children develop to their fullest potential in environments that are true to life experiences. We aim to provide a program that supports, strengthens and supplements the role of the family. A part of promoting the role of family in the day home program is through consistency in child guidance. Providers will treat the children in their care with understanding, consideration, and sensitivity at all times. The methods of care and discipline will be discussed with the children, parents, and the Family Day Home Coordinator on an ongoing basis to create consistency between their home and day home, if at all possible.

AT NO TIME IS ANY FORM OF CORPORAL PUNISHMENT TO BE USED.

Providers will guide children's behavior and set limits in an age-appropriate manner. In the event that more individualized child guidance is required, providers will communicate with parents through verbal conversation and in a written document. Providers will work with parents to provide consistent guidance for each child, while keeping within the framework of the Family Day Home Standards Manual. Acceptable child guidance methods to be used include, but are not limited to, distraction, substitution, redirection, problem solving and changing the environment. Providers will inform the Family Day Home Coordinator of any child guidance issues that may arise. The Family Day Home Coordinator, as required, will assist providers in creating a child guidance plan and as necessary, will provide training, and encourage providers to work with the parents. The Family Day Home Coordinator is required to document this process. This process will be shared with the Provider during orientation with reference to the agency service plan. The Family Day Home Coordinator will monitor this process during bi-monthly home visits.

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 cause to be inflicted 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 restraint, confinement or isolation.' (Family Day Home Standards Manual, FDH Standard 9)



Health and Safety

All FCSS Staff are required to follow all health and safety standards in accordance with Lamont County Policy. The Family Day Home Coordinator is required to also adhere to all health and safety standards as listed in the Family Day Home Standards Manual.

Compliance and Support

Providers are required to adhere to all health, hygiene and safety standards as stated in the Family Day Home Standards Manual, with reference to Family Day Home Standard 5A, and in the Lamont County Regional Family Day Home Program Service Plan. These will be discussed with the providers prior to the placement of children. If there are any areas that require training, the FDH Coordinator, wherever possible will offer training and/or resources to the provider.

Emergency Contacts

The following emergency numbers must be posted visibly in each family day home:

- Emergency Medical Services
- Poison Control Centre
- Fire Department
- Ambulance Services
- RCMP
- Nearest hospital or emergency medical facility
- Child Abuse Hotline
- Children Services Licensing Officer contact
- FCSS Lamont County Region (Lamont County Regional Family Day Home Program)



First Aid

As part of the provider application process, providers must provide verification of First Aid CPR level C. Providers must obtain first aid certification before they are accepted into the program. Providers must re-new their certification to keep it up to date. Failure to do so will result in the termination of services until certification is up to date.

A first aid kit **MUST** be taken on all outings and must include all supplies as recommended by the local health authority.

If a child in care required first aid treatment, an incident form must be filled out, signed by the parent, and a copy must be given to the Family Day Home Coordinator.

Communicable Diseases

Children with a communicable disease are not to enter the day home until the illness is no longer communicable, the child has been symptom free for 24 hours and the family provides a doctor's note stating the person no longer poses a risk to others.

The provider's home must close in the instance that anyone residing in the home has a communicable illness.

[The FDH Coordinator will provide the Family Day Home providers with an updated list of communicable diseases as applicable but no less than semi-annually.](#)

All communicable diseases must be reported to Alberta Health Services. All communicable diseases in a provider's home must be reported by the provider to the agency within 24 hours. This procedure is also followed in the instance of other communicable health concerns such as lice or bed bugs. The provider must appropriately sanitize all areas that were possibly contaminated.



Critical Incident and Investigation Procedures

The following policy is to be used during both regular and extended hours of care.

The Family Day Home Coordinator may be reached at **780-721-5100** during regular and after hours.

In the instance of critical incidents, emergencies or communicable diseases, the Family Day Home Provider must complete the following steps:

1. If necessary, immediately notify emergency services.
2. Then immediately notify the child's parent or emergency contact if parent is unavailable.
3. Then immediately notify the agency. The agency will then immediately notify the Children Services Licensing Officer.
4. Complete a Critical Incident Report.
5. Report any communicable diseases to Alberta Health Services.
6. Participate in investigations as required by the agency, Children Services or other law enforcement agencies as required.
7. Return incident form to Family Day Home Coordinator within 24 hours of the incident (by the next business day if during extended hours).

If the incident involves a serious injury of a child, death of a child or allegations or abuse or neglect of a child (including the provider's own children) by a provider or another resident of the home, the agency must immediately contact the local police service and/or Child Intervention Services and the provider's home must be closed for child care immediately until the completion of the investigation." (FDH Standards Manual, Agency Standard 8)

"If the Children Services requests that the agency investigates an incident, the investigation must be completed within two to five working days and the final written report must be completed and submitted to the Children Services within 12 working days of the incident's occurrence." (FDH Standards Manual, Agency Standard 8)



Critical Incident and Investigation Procedures Continue.....

The FDH Coordinator will complete the investigation report, a review of the incident and follow up as applicable. All incidents as described in Family Day Home Standard Manual, (see Agency Standard 8) must be reported to Children Services by the Family Day Home Coordinator immediately.

During business hours, call 780-608-1809, and during extended hours, call the KIDS Hotline 1-800-387-5437 (KIDS).

In the event that a day home is closed for any reason, the Family Day Home Coordinator will assist providers and parents in coordinating backup care as needed and available.

Reporting Child Abuse

Providers and agency staff are required by law under the Child, Youth and Family Enhancement Act to report suspected child abuse to the Children Services or the child abuse hotline 1-800-387-5437.

Providers are given information in regard to reporting child abuse prior to providing care.

Illness/Injury

If a provider notices that a child exhibits any of the signs or symptoms listed below, the provider must ensure that:

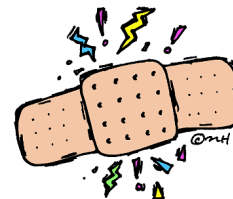
- the child's parent(s) arranges for the immediate removal of the child from the program premises; and
- the child does not return to the program premises until the provider is satisfied that the child no longer poses a health risk to others in the program (e.g., the parents provide a physician's note, the parents declare that the child has been symptom-free for at least 24 hours).

Signs or symptoms of illness exhibited by a child include:

- a child vomiting, having a fever, diarrhea or a new unexplained rash or cough;
- a child requiring greater care and attention than can be provided without compromising the care of the other children in the program; or
- 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 as per the Family Day Home Standards Manual (see FDH Standard 10C).

Providers must then provide a complete Illness Form to the agency at each month's end with their monthly paperwork. The Illness Form includes the name of the child who was ill, the date the child was observed to be ill, name of the provider who identified the ill child, the time the parent was contacted, name of the individual who contacted the child, the time the child was removed from the program and the date the child returned to the provider residence.

In the event of a minor injury to a child during day home hours, the provider must complete the Incident Report Form, sign it and have the parent review and sign it at the time the child is picked up. These forms must be submitted to the Family Day Home Coordinator with their monthly paperwork that month.



Provider Non-Compliance

When areas of concern are identified: non-compliance of the program standards, needs of children are not being met, lack of care of the children, change in personal home situation, attitude change towards the program or a complaint has been made, the following steps will be taken:

1. The Family Day Home Coordinator will discuss and document a plan and timeline with the provider to resolve the issue.
2. The provider may be put on probation or receive more frequent home visits for a determined period of time depending on the severity of the non-compliance.
3. Should the provider not resolve the issue outline in a timely fashion as documented, the provider's contract will be terminated.

Child Abuse concerns or complaints will be directed immediately to Alberta Children Services and their protocol will be followed.

Non-compliances reported by Children Services will be corrected by following the steps as indicated in Family Day Home Standards Manual (FDH Standard 1).

Please note: Providers that do not successfully complete their six (6) month probation period will automatically have their contract terminated.

Evacuation Plan

Providers must provide Family Day Home Coordinator with a copy of their written evacuation plan prior to signing their contract. A copy of the providers' evacuation plan will be provided by the agency to the parent upon placement. This evacuation plan is practiced monthly, as required with their fire drill sheet.

The completed fire drill form is to be provided to the Family Day Home Coordinator at each month's end. The fire drill and evacuation plan are to be completed including the sound of the fire alarm, so that children can learn to recognize the sound and connect it with the practiced evacuation plan. The completed monthly fire drill forms will be stored in the providers file.



Medications & Medical Conditions

Providers must consult with the parent about special handling of children with medical conditions (e.g., allergies, diabetes, asthma, eczema, epilepsy); and may require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (e.g., asthma attack, administering insulin).’ (Family Day Home Standards Manual, FDH Standard 10E)

The Family Day Home Coordinator will assist to ensure the provider responsible for a child who requires health care (additional to giving medication) is trained in the proper method of administering the type of health care required by the child and documentation of training received is placed on both the provider and child’s file.

In all cases where medications are administered by provider:

- Parents must fill out and sign a Medication Authorization Form in full, prior to bringing their child into the day home.
- Providers must provide a copy of the signed and completed Medication Authorization Form to the Family Day Home Coordinator.
- All medications must be stored in their original container and administered by labeled directions.
- Provider must record the name of the medication and time and dose administered on the Medication Authorization Form and submit this form to the Family Day Home Coordinator at the month’s end.
- All medications must be returned after authorized period has ended.

In all cases where medications are administered by parents prior to care:

- Parents must fill out and sign a Medication Authorization Form prior to bringing their child into the day home or update current form if using the same medication.
- Providers must provide the signed Medication Authorization Form to the Family Day Home Coordinator at each month’s end.
- All medications must be stored under lock and key, excluding emergency medications (such as an EpiPen®) that must be stored in an area that is inaccessible to children.



Medications & Medical Conditions Continued

When emergency medications are used to treat allergies (i.e. EpiPen®), 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.

Approved, written, parental consent is required to provide or allow for any and all health care.

Medical conditions including immunization status and allergies, are to be listed on the Child Registration Form.

Smoking and Vaping

‘Smoking or vaping is not permitted on the premises of the family day home during hours that children are being cared for. Smoking or vaping is not permitted at anytime or in any place where children are being cared for, including off-site activities and during field trips or other program related activities.’ (Family Day Home Standards Manual, FDH Standard 11)

Providers who smoke may not smoke while service is being provided. The premises must be free of all second-hand smoke before children enter the home each day. No staff member shall smoke at any time or place where childcare is being provided.



