



Kingston Home Child Care

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Table of Contents

Hours of Operation _____	3
Ages of Children Served _____	3
Child Care Fees _____	3
Welcome _____	4
Introduction _____	4
Program Statement _____	4
Our Mission Statement _____	8
Our Vision Statement _____	8
Waiting List _____	8
Admission Policy _____	9
Arrival/Departure _____	10
Routines _____	11
Outings _____	12
Prohibited Practice _____	12
Clothing and Possessions _____	14
Fee Payment _____	14
Receipts _____	15
Fee Assistance _____	15
Withdrawal _____	15
Discharge Policy _____	15
Termination of Child Care Services _____	15
Extreme Behaviour of Children – Termination of Service _____	16
Extreme Behaviour of Adults – Termination of Service _____	17
Absenteeism/Sick Days _____	18
Sick Children _____	18
Medication _____	19
Life Threatening/Anaphylactic Allergies _____	19
School Closing _____	20
Alternate Care _____	20
Holidays _____	20
Statutory Holidays _____	21
Nutrition _____	21
Human Rights Policy _____	22
Children with Special Needs _____	23
Program Evaluation _____	23
Serious Occurrences _____	23
Police Record Check Policy _____	24
Comments/Concerns _____	24
Parent Input _____	25
Parent Issues and Concerns _____	25
Sleep Supervision _____	29
Supervision of Volunteers and Students _____	33
Bodies of Water _____	33
Smoke Free Policy _____	34
Reporting Relationships _____	34
Appendix A – Immunization Chart _____	35
Appendix B – Childhood Illnesses _____	36

Hours Operation

Kingston Home Child Care operates: Monday through Friday

52 weeks per year. Individual licensed home child care providers determine their own hours in conjunction with the needs of the parents. These arrangements are a mutual agreement between the licensed home child care provider and the parent.

Ages of Children Served

Our program is equipped to accommodate children from birth to 12 years of age.

AllSteps Child Care shall ensure that the number of children in Home Child Care shall not exceed the maximum home capacity as prescribed by the Program Director and in line with the standards and guidelines of the Child Care and Early Years Act (C.C.E.Y.A.).

- A licensed home child care provider can care for a maximum of 6 children under the age of 13.
- A licensed home child care provider must count their own children under the age of 4.
- A licensed home child care provider can care for a maximum of 3 children under the age of 2 (including their own children).

Kingston Home Child Care Child Care Fees 2022

Infant ½ Day	\$32.00
Infant Full Day	\$46.50
Toddler ½ Day	\$32.00
Toddler Full Day	\$46.50
Preschool & School Age ½ Day	\$27.50
Preschool Full Day	\$42.50
School Age Before School	\$11.75
School Age After School	\$11.75
School Age Full Day	\$42.50

Welcome

On behalf of the Board and staff of AllSteps Child Care, welcome to our programs. We are pleased that you have visited us and we look forward to having your child join us.

We have prepared this handbook to help familiarize you with our philosophy, services provided, registration policy and operational procedures. Please feel free to ask the Director or your Home Child Care Provider any questions regarding this program. If you have any questions about the applicability to any policy, please contact the Program Director. We look forward to enjoying a positive relationship with you and your children. AllSteps Child Care is an “umbrella” organization for a number of programs, including:

- Kingston Home Child Care
- The Kids' Place
- Woodbine Early Learning Centre
- Holy Name Before & After School Care

The Board of Directors is legally and financially responsible for its operations. The Board of Directors is a volunteer board with elections at an annual general meeting. Positions are held for a 3 year term.

Introduction

Kingston Home Child Care is licensed for a maximum of 25 homes by the Ministry of Education and operated by AllSteps Child Care. Kingston Home Child Care is a program where children are cared for in a private home which meets Child Care and Early Years Act.

Program Statement

AllSteps Child Care (A.C.C.) offers early learning programs that are consistent with the Minister of Education's policy statement on programming and pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act, 2014.

Our program statement reflects a view of children as being competent, capable, curious and rich in potential. AllSteps Child Care recognizes each child as a unique individual, building on their inquiry of the world and happenings around them; incorporating fun, creative and engaging activities for further investigation. By following their lead, we become partners in play.

Our program statement describes the goals that guide A.C.C.'s program for children at The Kids' Place, Woodbine Early Learning Centre, Kingston Home Child Care and Holy Name Before & After School Care.

Early learning and family support documents that we have reviewed, researched and implemented into our program include the following;

- How Does Learning Happen? (H.D.L.H.) Ontario's Pedagogy of the Early Years
- Early Learning for Every Child Today (E.L.E.C.T.), Excerpts from E.L.E.C.T.
- Think, Feel, Act: Lessons from Research about Young Children
- Ontario Early Years Policy Framework
- With Our Best Future In Mind, Implementing Early Learning in Ontario
- Modernizing Child Care in Ontario
- Building Our Best Future

A.C.C. also implements the principles of HIGH FIVE. HIGH FIVE® is a standard committed to assisting children along the path of healthy child development by:

- Ensuring that recreation and sport practitioners develop a high level of knowledge and expertise in child development;
- Helping parents to make informed choices and;
- Providing practitioners with the tools for enhancing and maintaining a high level of program quality.

Our approach is organized around H.D.L.H. four foundational conditions that are important for children to grow and flourish;

The four foundations ensure optimal learning and development. These foundations inform the goals for children and expectations for our programs.



Approaches

Educators and Home Child Care Providers will **promote the health, safety, nutrition and well-being** of the children by providing access to drinking water throughout the day, providing nutrition based on Canada's Food Guide, providing a clean and safe environment, limit transitions, reducing hazards that may cause undue stress to a child and unnecessary disruptions to play. All Educators and Home Child Care Providers will read and comprehend all information regarding any medical conditions, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet, exercise and rest.

Educators and Home Child Care Providers will **support positive and responsive interactions among the children, the parents and educators**. Management will ensure this through the hiring of qualified, competent and professional staff.

Educators and Home Child Care Providers **will encourage children to interact and communicate in a positive way and support their ability to self-regulate** by developing their self-regulation capacities. We will design our environments so they are attuned to children's varied sensitivities, arousal states, a need for maintaining a calm, focused, and alert state. We will support self-soothing behaviours and help older children to recognize stressors.

Educators and Home Child Care Providers **will foster the children's exploration, play and inquiry** by providing a variety of activities; science, music, outdoor play, nature, recycling, composting and technology.

Educators and Home Child Care Providers **will provide child-initiated and adult supported experiences**. Educators will learn about children using various strategies. They listen to the child's interests and listen to feedback from parents. Educators observe children in play to support their learning, development, health and well-being. Educators will bring an awareness of our community to the program. Educators create opportunities to engage with people, places, and events that call our community, home.

Educators and Home Child Care Providers **will plan for and create positive learning environments** for each child, which is inclusive of all children, including children with individualized plans, to experiment, explore and be supported in their learning and development. Educators view the environment as the third teacher, welcoming children's natural curiosity about Mother Nature with a variety of things such as; seeds, rocks, pinecones and live creatures.

Children participating in programs over six hours per day will experience **indoor as well as two hours of outdoor play, weather permitting, as well as active play, rest and quiet time**, being mindful of a child's needs and parental direction.

Educators and Home Child Care Providers welcome **parent engagement; open communication** and discussions, strengthening partnerships and valuing contributions. Communication may be by phone, email, social media, posted information and connecting in person (verbal and or written) with parents.

Health and well-being professionals will play an important part of the programs to **support all children, their families and educators** by providing a variety of community resources and connections; KidsInclusive – Centre for Child and Youth Development, K.F.L.&.A. Public Health, Maltby Centre and Youth and Community Living Kingston and District.

AllSteps Child Care **will encourage a continuum of learning and development** for Educators and Home Child Care Providers to engage in critical reflection, discussion and information sharing about pedagogy and practices. We will provide opportunities for Educators and Home Child Care Providers to job shadow, to meet professional and agency needs, participate in workshops, internal working groups, local and provincial conferences as well as online training.

All Educators, Home Child Care Providers, students and volunteers will read the Program Statement and sign off, as part of AllSteps Child Care Policies and Procedures, prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis. The Supervisor of each program will ensure that the educators, home child care providers, students or volunteers are fully aware, and understands the Program Statement and its implementation.

AllSteps Child Care through pedagogical documentation will illustrate how the approaches are being implemented into the program. This will ensure our approaches in the program statement are being implemented when they cannot be observed. **We will document and review the impact of our approaches on the lives of the children and their families** by applying the following strategies:

- Staff and management meetings to discuss the implementation of the program statement
- Family surveys
- Staff Performance Reviews

Our Mission Statement

As leaders in child-centred learning and development, we partner with families and our community to help children become all they can be.

Our Vision Statement

Enrich, Explore, Belong...with trust.

Values:

Belonging – Inclusive, Caring, Connective

Engagement – Communicative, Experienced, Supportive

Expression – Creative, Explorative, Inquisitive

Well-Being – Dedicated, Trust-worthy, Compassionate

Waiting List

AllSteps Child Care (A.C.C.) will develop and hold a Waiting List so that each program can operate at its fullest capacity.

The waiting list will ensure equitable access to quality child care for families using A.C.C. programs. A.C.C. will provide the waitlist in a manner that maintains the privacy and confidentiality of the children listed on it, but allows the position of the child on the list to be ascertained by the affected persons or families.

Procedure

- 1) City of Kingston Centralized Waitlist can be accessed by parents.
- 2) The waiting list will be managed by and placement confirmed by the Program Director.
- 3) The waiting list at programs through A.C.C. may be accessed by phone or in person.
- 4) Parents will be required to check in with the program every 4 months to update any information and to confirm ongoing interest in the space.
- 5) Contact information must be current or the family will be removed from the list.

- 6) Placement on the waiting list is not a guarantee of a space for a child.
- 7) Fee Subsidized and Full Fee paying families will be given equal priority on the waiting list.
- 8) Priority may be given to families meeting certain criteria, specific to each program, as outlined in Parent Handbooks and below.
- 9) The waiting list is prioritized by date of application and or date of care required.
- 10) If a space is offered to a family and it is declined, the child's name will go to the bottom of the waiting list.
- 11) Parents will be notified 3 times of space available (dates will be documented) and if no reply, their names will be removed from the list.
- 12) The expected date of delivery/birth of a child will be accepted. Parents have the responsibility to notify the program no later than one month after the birth of the child to confirm their space on the wait list.
- 13) Cancellation – A.C.C. has a 2 “no show” policy where families can only miss their appointment for orientation prior to the program twice, before their child's name is moved to the bottom of the wait list.

Admission Priorities

The Board recognizes that each program will set admission priorities to best meet the needs of the immediate community. Kingston Home Child Care recognizes the following admission priorities:

1. Children currently enrolled in a home and wish to move from part-time to full-time
2. Siblings of children enrolled in a home.
3. Children currently enrolled in AllSteps programs.
4. Flexibility in location of home (home child care provider location).
5. Date of application and/or date of care required.

Admission Policy

The Director will arrange for the admission of your children. In order to secure your space, the registration and medical forms must be completed and returned to the Director.

When you register your child, you will be asked to complete the following documents as well as update annually:

1. **Registration Forms:** current address, phone numbers and other relevant information.
2. **Medical Forms:** all children admitted to the program must:
 - Be immunized as stipulated by the local medical officer of health; and
 - Have on file a medical information sheet which has been completed by the child's parents.
 - Permission to administer prescription medication when necessary, and according to specific conditions.

3. Access to Child:

AllSteps Child Care is committed to ensuring the safety of all the children in our programs. It is important that the following procedures are carefully followed:

- All adults picking up children must be registered on a designated pick-up list. A note or phone call from the parent is required.
- Photo identification (i.e. Driver's License) may be requested if the staff person does not know the designated pick-up person.
- If identification is not forthcoming, the child cannot be released.
- If in the judgement of staff, the pick-up person is not in a condition to transport the child home safely, then the staff will help to make alternate arrangements.
 - a) contact an alternate person
 - b) ask for car keys
 - c) call a taxi
 - d) failing all attempts, inform person you will be calling the police with a description of the car and the license plate.
- Each designated pick-up person must be made aware of this policy.
- If a child is left in a program and the parent and emergency contacts cannot be reached, after 1 hour the Director or Designate will contact the police. The Director/Designate will remain at the centre with the child(ren) until they are

- released to the proper authorities (police, Family and Children's Services of Frontenac, Lennox and Addington (F.A.C.S.), parents, emergency contacts).
- As per C.C.E.Y.A., no person providing child care, or operating a premises at which child care is provided, shall prevent a parent from having access to his or her child except,
 - a) If a person believes on reasonable grounds that the parent does not have legal right of access to the child; or
 - b) in the circumstances prescribed by the regulations.
(C.C.E.Y.A.;2014,ss.10(1) (6.1))

4. Signed Consent Forms: forms included in your registration package (medical consent, trips, and photographs) must be signed and dated and will be kept on file and at your home child care providers home.

5. Emergency Closing Information: should a home close due to emergency (broken water pipes, etc.) the home child care provider will contact the parents. Parents will be credited based on the amount of time the home is closed.

6. Cancellation: Cancellation will be dealt with on a case by case basis determined by the home child care provider and parent.

7. Taxi Pick-Up Information: children cannot be picked up in cabs without written parental approval. If taxis are utilized for school aged children, a waiver must be signed by the parents releasing Kingston Home Child Care from liability.

8. Permission for Photographs: in order to protect the privacy of children in Kids' Care, anyone wishing to take photographs must obtain appropriate releases and permission before proceeding.

Arrival/Departure

Parents or authorized persons will drop off the child at the home child care providers. Only parents or designates (authorized in writing) may pick up the children.

Routines

Young children depend on regular routines for their sense of security and self-confidence. We request that you keep to a regular schedule to help with this. Home child care providers are expected to establish good routines for children. A program of

activities will be completed weekly to ensure that your child is benefiting from a variety of activities.

Outdoor play is a daily part of a home child care providers program and is a requirement defined under the Child Care and Early Years Act.

When you arrive, please:

1. Help your child with their outer garments and put them away. Your licensed child care provider is probably quite busy.
2. Schedule enough time to ensure that your child is happily settled and allow yourself a few minutes to relay any necessary information to your home child care provider.

When picking up your child:

1. Your home child care provider probably has an “open door” policy and tells you to come right in...please advise her of your entrance so that she and the children are not startled. Remember your home child care provider probably has her family there too!
2. Leave a little extra time so that you can catch up on your child’s day and the home child care provider can share any information with you that she may need to.

Outings

Field trips are part of the program and are encouraged by the Board of Directors. Impromptu outings, within walking distance of the home child care providers home will not be posted. Most of these local outings will be covered by the consent form that you will be required to sign in the application process. However, parents will be notified of trips which are further away and will be required to sign a permission form. Home child care providers who use the family car must meet mandatory regulations (tethered car seats, seat belts etc.) and must have liability insurance of at least one million dollars. Parents are required to examine the carseat that their child will be using to ensure it is the proper size and installed properly.

Prohibited Practice

When a child’s behaviour needs to be redirected, the home child care provider will:

1. Sit down with the child and discuss the situation in a positive manner, at a level that is appropriate to his or her age, and in accordance with the behaviour.
2. Ask your child what she/he could do differently the next time.

This approach to discipline is used to promote self-discipline; ensure health and safety; and to teach respect for others' rights and privileges. Respect for other people's feelings is also instilled in the children.

The following prohibited practice policy applies to all staff, home child care providers, persons who are ordinarily residents of the premises, parents while on premises, students, volunteers and all others dealing with children in the programs of AllSteps Child Care (A.C.C.).

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

The following practices are permitted and encouraged:

- Educators and Home Child Care Providers will encourage children to interact and communicate in a positive way and support their ability to self-regulate by developing their self-regulation capacities. We will design our environments so they are attuned to children's varied sensitivities, arousal states, a need for maintaining a calm, focused, and alert state. We will support self-soothing behaviours and help older children to recognize stressors

Child care program staff and home child care providers are required to inform parents at time of pick-up of any behaviour problems or disciplinary action taken that day.

Use of obscene or profane language by home child care providers, parents or children will not be tolerated on the premises of the program.

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the season and the weather.

A second set of inside or play time clothes should be kept at the program in case of accidents. To encourage independence, we ask that the clothing your child wears be easy for them to put on and to remove.

Please supply your child with a blanket for nap time, a toothbrush, and hairbrush or comb. Infants will also require diapers, wipes and bibs.

Please use a permanent marker to label your child's belongings with their name.

Fee Payment

As a non profit program, we depend on parents fulfilling their financial obligations promptly in order to function smoothly. Parents can pay their fees by post dated cheques, money orders or online banking (prearranged at Kingston Home Child Care's office). If parents prefer to pay with cash they will need to contact the office prior to dropping by as there must be staff to fill out a receipt.

Pre-arranged childcare is to be pre-paid at the beginning of the calendar month. Additional days of care are to be paid by the end of the same calendar month.

Payment is based on enrollment, therefore, parents must pay for sick days, holidays and statutory holidays. However, should your licensed child care provider not be able to provide care (sick or vacation) and you do not use alternate care, fees will not be charged for those days.

Families with outstanding fees will be notified and expected to make payment in full immediately.

A charge of \$10.00 will apply to all N.S.F. or returned cheques. When a parent provides AllSteps Child Care with two N.S.F. cheques, we will no longer accept uncertified cheques for payment.

At the end of each month your home child care provider will ask you to sign the attendance sheets to confirm your child's attendance.

Every effort is made to keep costs and hence fees low as possible. However, if fees have to be raised, you will be given at least 4 weeks notice.

Receipts

Receipts for income tax purposes will be issued at the beginning of the calendar year for the previous year as per Revenue Canada requirements.

Fee Assistance

If a family is in need of fee assistance please contact the Program Director.

Withdrawal

Parents are required to provide the Kingston Home Child Care office two (2) weeks notice of withdrawal of their child from the program.

Discharge Policy

If parents do not abide by the policies of the program and consistently break the policies outlined in the Parent's Handbook, the parent may be asked to withdraw their child(ren) from the program.

Termination of Child Care Services

To ensure a consistent and fair approach to terminating the child care contract between a family and an A.C.C. program.

A.C.C. has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any A.C.C. program.

Termination with notice for the following reasons:

- Lateness and/or non-payment of fees
- Habitual use of late fees
- Extreme Behaviour of Children – Termination of Care

Procedure:

First Incident – The Director of the program will provide the parent with a verbal warning.

Second Incident – The Director of the program will provide the parent with a written warning.

Third Incident – The Director of the program will provide the family with a written notice of termination of care.

Termination without notice for the following reasons:

- Harassment of children, staff and/or other parents on a A.C.C. premise
- Violent behaviour on a A.C.C. premise
- Destructive behaviour on a A.C.C. premise

Procedure:

- The staff in charge will call the police if the situation warrants.
- The staff in charge will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff in charge will immediately notify the Director or Executive Director of the incident.
- The Program Director or designate will verbally contact the family notifying them of the termination of care within 12 hours of the incident. Note: every attempt will be made to speak with the parent, guardian or emergency contact. Failing to contact, a message will be left for the family.
- The staff in charge will provide the Director and Executive Director with a Serious Occurrence report if warranted.
- The Executive Director will provide written notice of the immediate termination of care along with a cheque for the balance of pre-paid fees within 2 weeks of the termination.

Extreme Behaviour of Children – Termination of Service

To ensure that each child participating in a A.C.C. program is in a safe and nurturing environment.

Children exhibiting extreme behaviour may be terminated from a A.C.C. program for the following reasons;

The child;

- Maliciously injures another child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Persistently uses language deemed “inappropriate” by the licensed child care provider.

Procedure:

First incident:

1. The Director will document the incident noting the date, time, behaviour and action taken.
2. The Director will contact the parent(s)/guardian(s) requesting a meeting within 48 hours of the incident.
3. The Director and parent(s)/guardian(s) will review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

Second Incident:

1. The Director will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day
2. The Director and the parent(s)/guardian(s) together will review the action plan.

Third Incident:

1. The Director will contact the parent(s)/guardian(s) to immediately collect the child.
2. The contract of care with the child will be terminated immediately and the balance or prepaid fees will be reimbursed within 2 weeks.

Extreme Behaviour of Adults – Termination of Service

To ensure that each person participating in a A.C.C. program is in a safe and nurturing environment.

Adults exhibiting extreme behaviour may be told to leave a A.C.C. program for the following reasons;

The adult;

- Maliciously injures a child, licensed child care provider and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Threatens or harasses others
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

1. Staff will ask the offender to leave the premises.
2. Police will be contacted immediately if necessary.
3. Appropriate reporting procedures will be followed (i.e. C.A.S., Serious Occurrence)

Notes of consideration:

1. Police will be called immediately.
2. If safe to do so, the offending person will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person
3. When the police arrive, the offending person will be informed that he/she is not welcome to return to any A.C.C. program.
4. A Serious Occurrence form will be submitted by staff in charge to the Program Director and copied to the Executive Director.

Absenteeism/Sick Days

Regular attendance is required if your child’s space is subsidized. Daily attendance will ensure your child’s space is maintained. Irregular attendance or excessive absenteeism may result in the subsidized space being allocated to another child, who will attend the program regularly. If absenteeism is a concern, the Director will discuss this issue with the parent. **Sick days and incidental absenteeism are subject to fee payment by the parents, whether subsidized or Full fee paying.**

Sick Children

If your child becomes ill during the day, temporary care will be provided until you arrive to take your child home.

Once you have been notified that your child is sick, we expect that you will pick up your child as soon as possible. This is necessary to safeguard your child and also to prevent other children from becoming ill.

If a child is sick and unable to attend the program, fees still apply for the days absent.

If a contagious illness is contracted by a child, the program will follow the incubation periods set down by the K.F.L.&A. Health Unit. In this case, the child may return to the program without a doctor's certificate.

Medication

Home child care providers of Kingston Home Child Care will only administer **prescription** medication on the following conditions:

1. The home child care provider will administer prescription medication to a child at the specific request of parents.
2. Parents must complete and sign a medication form and update as per policy.
3. The medication must be in the original pharmacy container and clearly labeled with the child's name, the date of the prescription, the name of the medication and instructions for the administration and storage of the medication.
4. Medication will be locked with a note indicating the circumstances and returned to parent upon pickup if medication is left in child's bag.

Non-prescription - "over the counter" – medication will only be given to children with written instructions from a physician.

Life Threatening/Anaphylactic Allergies –

A.C.C. will attempt to provide an allergen safe environment for children with potential life threatening/anaphylactic allergies.

Anaphylaxis means a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

Upon registration into a program any medical condition including whether children are at risk of anaphylaxis and asthma must be disclosed by the parent or home child care provider.

Parents are encouraged to have their child wear a medical identification, i.e. medical alert bracelet.

Children with life threatening allergies will not be permitted to stay in the care of the home child care provider without emergency medication on site.

Each parent will receive a letter which includes information regarding life-threatening allergies.

- Ensure that parents label food brought to the premises with the child's full name and the date the food arrived at the premises, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the home child care premises (e.g. by thoroughly washing hands, brushing teeth, etc.)

School Closing

Should your child's school close early (i.e. Foul Weather, Emergency Closure, etc.), your home child care providers may not be able to accommodate your children depending on the number of children that are already in care. Under the Child Care and Early Years Act, our governing document, the licensed child care providers must meet legislated ratios.

Alternate Care

If your home child care provider is unable to provide care for your child, Kingston Home Child Care may be able to help you arrange alternate care with another provider. However, this may not be in the same area as your primary home child care providers. Signed permission forms are required to provide alternate care.

It is required that all parents have some kind of emergency back up care of their own to ensure that things run smoothly.

Holidays

Kingston Home Child Care parents are permitted to have one week of regular scheduled days per year that they will not be required to pay for. The date of admission

will determine the start date for vacation entitlement. Vacation days are to be used in succession and cannot be held over year to year. Parents are to inform their home child care provider and the Kingston Home Child Care office of vacation plans two weeks in advance. Parents are not obligated to pay for home child care providers vacation or sick days unless alternate care is used.

If a child is withdrawn from the home child care providers for vacation and the parents want the home child care provider to hold the space, regular daily fees must be paid. If a parent wants to re-enroll a child and choose not to hold the space by paying daily fee, the child's name will be placed on a waiting list.

Statutory Holidays

The following statutory holidays are observed and the program is closed:

New Year's Day	Family Day
Good Friday	Victoria Day
Canada Day	Civic Holiday
Labour Day	Thanksgiving Day
Christmas Day	Boxing Day

Parents will pay regular fees for statutory holidays.

Nutrition

All meals, snacks and beverages will meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide – First Nations, Inuit and Metis" or "Nutrition for Healthy Term Infants". The home child care provider will plan meals using the Canada Food Guide that are nut free, nutritious and dentally sound. Snacks must include two food groups from the Canada Food Guide and Lunches must include four food groups. Drinking water will be available at all times. Meal plans will be reviewed during the Home Visitor's visits.

For children under one year old, you are required to give your home child care provider written information on the type, amount and scheduling of food. It is the parents responsibility to provide formula/milk and solid food for their child(ren) under one year old. The home child care provider will provide food for children over that age, unless there is a special dietary requirement, i.e. homogenized milk. If parents wish to bring a special treat for the children, please discuss with your home child care provider.

All bottles/containers must be labeled with the child's name.

Human Rights Policy

The Board of A.C.C. believes that everyone – staff, home child care providers, parents, children, and volunteers – has the right to be treated with dignity.

The Human Rights Code provides that every person has the right to freedom from discrimination on the grounds of:

- Race
- Sex
- Place of origin
- Creed
- Ancestry
- Handicap
- Sexual orientation
- Citizenship
- Age

All employees, home child care providers, parents and children have the right to be free from harassment, slurs and jokes in the workplace on the grounds of all the above.

Persons with Human Immunodeficiency Virus (H.I.V.) infections are protected from discrimination by the Canadian Human Rights Code. AllSteps Child Care acknowledges the right to privacy of any child, employee, or parent with AIDS.

Children who are H.I.V. positive have:

- the right to attend daycare as long as they are able to do so without risk to that child and health of other children or adults
- the right to privacy and confidentiality. Disclosure of information is subject to consent by parent(s) or legal guardians.

Employees/ home child care providers who are HIV positive have the right to continue employment as long as they are able to do so without risk to themselves or others. Antibody testing is not a requirement. Families may not be refused care for any of the above reasons.

Children with Special Needs

Kingston Home Child Care is an inclusive program and is committed to providing services to all children.

Parents are required to seek appropriate support from the agency who will help in directing them to the appropriate community supports.

Program Evaluation

Our program is evaluated on a regular basis to ensure any changes in the regulations in the Child Care and Early Years Act are incorporated in our operation.

We are licensed by the Ministry of Education and our program and premises are inspected annually to ensure compliance with the regulations of the Child Care and Early Years Act.

All serious occurrences (i.e. a fire, injury to a child or staff, etc.) must be reported to the Ministry of Education by our staff.

Serious Occurrences

The safety and well-being of our children in home child care programs is the highest priority. Operators of home home child care work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre or home location in a visible area for 10 days.

Definition of a serious occurrence is as follows:

- 1) the death of a child who receives child care at a licensed home premises or child care centre;
- 2) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a licensed home premises or child care centre;
- 3) a life-threatening injury to or a life-threatening illness of a child who receives child care at a licensed home premises or child care centre;

- 4) an incident where a child who receives child care at a licensed home premises or child care centre goes missing or is temporarily unsupervised, or
- 5) an unplanned disruption of the normal operations of a licensed home premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a licensed home premises or child care centre.

Home child care Directors are required to report serious occurrences, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Police Record Check Policy

AllSteps Child Care will obtain a Vulnerable Sector Check (V.S.C.) for all home child care agency staff, students, volunteers, home child care providers and other persons who may interact with children at a home child care premises before beginning employment and every three years after. An Offence Declaration will be obtained annually except when a V.S.C. is required.

Comments/Concerns

Since we are providing care for your children, it is normal for you as parents to have concerns from time to time.

It is important for you to voice these concerns so that care for the children continues to be at a high quality level.

The first step is for you to mention your concern to your licensed child care provider. If the licensed child care provider cannot help you they will refer you to the Program Director.

If the nature of the problem is a sensitive one, please do not hesitate to contact the Program Director.

Parent Input

For care to best meet your needs, we recommend that all parents take time to keep your home child care provider informed of important issues at home that may affect your child. It is important that there is open communication and mutual respect between the parent and the home child care provider in order to provide the best possible care for your child.

Parent Issues and Concerns

The purpose of this policy is to provide a transparent process for parents/guardians, the home child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions:

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Home Child Care Provider: The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. program room staff).

Policy:

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 10 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures:

Nature of Issue or Concern	Steps for Parents and/or Guardians to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly and/or - the home visitor and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 10 business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Agency- or Operations-Related E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the home visitor or licensee. 	<ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>Provider-, Staff-and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly and/or - the licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Related to Other Persons at the Home Premises</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child care provider directly and/or - the home visitor and/or licensee <p>All issues or concerns about</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>

	<p>the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 10 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student and/or - the home visitor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians/participants are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

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

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

Contacts:

Angie LaPierre, Program Director 613-384-2011 or homechildcare@allsteps.ca

Karen Stevenson, Executive Director 613-384-5188 or kstevenson@allsteps.ca

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca

Sleep Supervision

Children's sleep and rest play an integral part in a child's well-being and development.

The procedures provided for placing children under 12 months of age on their own backs for sleep align with the requirement to meet recommendations set out in Health Canada's document entitled [Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#).

Procedures for monitoring sleeping children reduce the risk of harm or injury so that home child care providers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for home child care agencies.

General

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Children under 18 months of age will be provided time to sleep based on their individual schedules, and will be assigned to a cradle, crib or playpen.
- Only light, breathable blankets will be used for children under 18 months of age.
- All children 18 months and older will be provided time to sleep after lunch for a period of no more than two hours, and will be assigned to a cot or bed.

Placement of Children for Sleep

- Children under 18 months of age will be placed in their assigned cradles, cribs or playpens for sleep.
- Children over 18 months of age who sleep will be placed in their assigned cots or beds for sleep.
- All children who are younger than 12 months of age will be placed on their backs to sleep in accordance with the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths](#)"

[in Canada](#)”, unless other instructions are provided in writing by the child’s physician. Parents of these children will be advised of the provider’s obligation to place their child(ren) to sleep on their backs.

Consultation with Parents

- All parents of children who regularly sleep at a home child care premises will be advised of the agency’s policies and procedures regarding sleep at the time of their child’s enrolment and/or anytime the policies and procedures are revised, as applicable. This information will be available to parents in the parent handbook.
- The home child care provider and home visitor will consult with parents about their child’s sleeping arrangements at the time of their child’s enrolment and at any other appropriate time (e.g. when a child transitions to a new home child care premises, when a child becomes over 18 months of age, or at the parent’s request).
- Written documentation will be kept in each child’s file by the home child care provider and home child care agency to reflect the sleep patterns identified by their parent, alternative sleeping arrangements, and updates to the documentation will be made whenever changes are communicated to the home child care agency or the provider.
- Where the home child care provider does not receive instructions directly from the parent of a child regarding sleep arrangements, these will be communicated to home child care provider by the home child care agency after consulting with the parent.
- Parents will be advised by the home child care provider of any significant changes in their child’s behaviours during sleep and/or sleeping patterns.
- The home child care provider will document their observations of changes in a child’s sleep behaviours in the daily written record.
- Any changes in sleep behaviours will result in adjustments being made to the child’s supervision during sleep time, where appropriate, based on consultation with the child’s parent.

Direct Visual Checks

- Direct visual checks of **each** sleeping child will be conducted to look for indicators of distress or unusual behaviours. Direct visual checks will be documented by the home child care provider in the daily written record.
- Direct visual checks will not be completed for children engaging in quiet activities.
- The home child care provider will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of sleeping children.

- The frequency of direct visual checks and the steps to complete them will depend on the typical sleep patterns of each child, as identified in the sleep supervision procedures provided in this policy.

Use of Electronic Devices

- Where electronic devices are used to monitor children’s sleep, the home child care provider will:
 - not use electronic sleep monitoring devices to replace direct visual checks;
 - check the monitor daily to verify that it is functioning properly (i.e. it is able to detect and monitor the sounds and, if applicable, video images of every sleeping child); and
 - actively monitor each electronic device at all times.

Procedures

Age of Children	Frequency of Direct Visual Checks*
Children under 18 months of age	According to each infant’s needs as identified by their parent, or at least Every 60 minutes.
All other children in the home who sleep	Every 60 minutes.

* **This is the minimum frequency of direct visual checks.** Should a child have symptoms of illness (e.g a cold) or if there are other issues or concerns related to the child’s health, safety and well-being during sleep, the frequency of direct visual checks must be increased. The individual needs of each child as identified by the parent and/or the child’s physician must be followed at all times.

Procedures for Completing Direct Visual Checks
1. The home child care provider must: <ol style="list-style-type: none"> i. be physically present beside the child; ii. check each child’s general well-being by looking for signs of distress or discomfort including, at a minimum: <ul style="list-style-type: none"> • laboured breathing; • changes in skin temperature; • changes in lip and/or skin colour; • whimpering or crying; and

Procedures for Completing Direct Visual Checks

- lack of response to touch or voice.
2. Where signs of distress or discomfort are observed, the home child care provider must attempt to wake the child up. Where no signs of distress or discomfort are observed, proceed to step 3.
- a) Where the child wakes up, the provider must:**
- i. attend to the child's needs;
 - ii. separate the child from other children if the child appears to be ill;
 - iii. document the incident in the daily written record and in the child's symptoms of ill health record, where applicable.
- b) Where the child does not wake up, the provider must immediately:**
- i. perform appropriate first aid and CPR, if required;
 - ii. inform other persons in the home of the situation, if appropriate;
 - iii. contact emergency services or, where possible, direct another individual to contact emergency services;
 - iv. separate the child from other children or vice versa if the child appears to be ill;
 - v. contact the parent; and
 - vi. inform the home child care agency of the situation.
- c) Where the child must be taken home or to the hospital, the provider or home child care agency must immediately:**
- i. contact the child's parent to inform them of the situation and next steps.
- d) Where the child's condition has stabilized, and/or after the child has been taken home and/or to the hospital, the provider and the home child care agency must:**
- i. follow the serious occurrence policies and procedures, where applicable;
 - ii. document the incident in the daily written record; and
 - iii. document the child's symptoms of illness in the child's records.
3. The provider must:
- i. adjust blankets as needed;
 - ii. ensure the child's head is not covered;
 - iii. ensure there are no other risks of suffocation present; and
 - iv. document the date, time and initial each direct visual check on the daily written record.

Supervision of Volunteers and Students

AllSteps Child Care – Kingston Home Child Care welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting home child care agency staff and home child care providers in the daily operation of home child care programs.

Policy:

- Students and volunteers will always be supervised by a home child care provider and/or home child care agency staff and never permitted to be alone with any child or group of children who receive child care at a home child care premises.
- Volunteers from local colleges and universities and interested community members are open to request a position/placement.

Bodies of Water

This policy is designed to keep children safe in an active environment in keeping with the Child Care and Early Years Act (C.C.E.Y.A.) and Ontario Regulation 137/15.

Licensed Home Child Care Agencies (H.C.C.) must:

- Ensure that no child under six years old is permitted to use or have access to any standing water or recreational body of water on the premises.
- Where permission for children who are six years old or older to use or have access to a standing or recreational body of water, a lifeguard is present.

All home child care providers are encouraged to familiarize themselves with basic water / swimming safety tips – some sources of information regarding recommended enclosure specifications, safer water / swimming practices include:

- Parachute Canada: Drowning Prevention – <https://parachute.ca/en/injury-topic/drowning/>
- Caring for Kids: Water Safety for Young Children - https://www.caringforkids.cps.ca/handouts/water_safety
- Red Cross: Swimming and Water Safety – https://www.redcross.org/content/dam/redcross/atg/PDF_s/SwimmingWaterSafety.pdf#

- Life Saving Society: Working to Prevent Drowning and Water-Related Injury - <https://www.lifesavingsociety.com/>

City of Kingston **supervised** wading pools are acceptable.

City of Kingston splash pads are acceptable. Please note splash pads are not supervised by the City.

Smoke Free Policy

The Smoke-Free Ontario Act, 2017 helps protect the health of all Ontarians by prohibiting smoking tobacco, medical cannabis and the use of electronic cigarettes in all enclosed workplaces and public areas. Under the Act, smoking is prohibited at all times in a child care centre whether or not children are present.

The Smoke-Free Ontario Act, 2017 prohibits smoking or holding lit tobacco in a child care centre and requires that licensees notify all employees that smoking and the use of electronic cigarettes is prohibited, post prescribed signage indicating that smoking is prohibited (i.e. “No Smoking” signs) at all entrances and exits, and ensure that there are no ashtrays or similar equipment at the child care centre. Licensees must ensure that any individual who refuses to comply with the requirements of the Smoke-Free Ontario Act, 2017 does not remain at the child care centre. Enforcement of the Smoke-Free Ontario Act, 2017 is the responsibility of the local medical officer of health, they are responsible for carrying out inspections and responding to complaints to enforce the Act. (The Smoke-Free Ontario Act, 2017 came into effect on July 1, 2018.)

Reporting Relationships

1. The home child care providers are responsible to the Program Director.
2. The Program Director reports to the Executive Director.
3. The Executive Director reports to the Board.

Appendix A – K.F.L.&.A. Health Unit - Immunization Schedule

Routine Immunization Chart:

Routine Immunization Chart

Age	Diphtheria	Tetanus	Pertussis	Polio	Hib	Pneumo conjugate	Bocevirus Oral	Measles	Mumps	Rubella	Varicella	Meningococcal Group C Conj	Hepatitis B	Meningococcal ACWY 135	HPV	Influenza	Pneumo Poly
2 months																	
4 months	◆	◆	◆	◆	◆	◆	◆										
6 months	◆	◆	◆	◆	◆	◆	◆										
12 months						☆		◆	◆	◆		◆					
15 months																	
18 months	◆	◆	◆	◆	◆												
4 to 6 years	◆	◆	◆	◆				◆	◆	◆	◆						
12 years (Gr. 7)													◆	◆			
13 years (Gr. 8 females)															◆		
14 to 16 years	◆	◆	◆													◆	
Every 10 years	◆	◆	☆														
Every year																◆	
65 years																	◆

Age	2 and 4 months	6 months	12 months	15 months	18 months	4-6 years	14-16 years	Adults
	Two injections + one oral	One injection	Three injections	One injection	One injection	Two injections	One injection	One injection
	Prevar Pneumococcal conjugate vaccine	Pediacel	MMR	Varicella (Chicken Pox)	Pediacel	Adacel-IPV or Boostrix-IPV (Tdap-Polio)	Adacel or Boostrix	Tetanus and Diphtheria (Td)
	One injection with five components (Tetanus, Diphtheria, Pertussis, Polio, and Hib).	One injection with five components (Tetanus, Diphtheria, Pertussis, Polio, and Hib). Prevar * For high risk infants only.	One injection with three components (Measles, Mumps, and Rubella). Meningococcal (Meningitis C) Prevar	One injection with four components (Measles, Mumps, Rubella, and Varicella). Preferably given at four years of age.	One injection with four components (Measles, Mumps, Rubella, and Pertussis). MMRV	One injection with three components (Tetanus, Diphtheria and Pertussis).	One injection with three components (Tetanus, Diphtheria and Pertussis).	One injection with two components every 10 years *Adacel or Boostrix (Tdap) One time between ages 18 to 64 years instead of Td. (Tetanus, Diphtheria, and Pertussis)

Why is Immunization Important?

Immunization begins in infancy and continues throughout your life. Your immunization record assists with knowing if you are up to date and protected against potentially serious preventable diseases. Each time you receive an immunization, it should be recorded in your yellow immunization card. As your child grows, he or she will need proof of immunization for a number of reasons, including:

- ★ starting childcare or preschool school,
- ★ entering kindergarten,
- ★ transferring to a new school in another region,
- ★ going to camp,
- ★ receiving booster immunizations,
- ★ in case of emergency health care,
- ★ starting college, university or a job, and
- ★ travelling outside of Canada.

Immunizations Required for Childcare or Preschool

All children entering a licensed childcare or preschool program must be fully immunized according to the publicly funded immunization schedule from the Ministry of Health and Long-Term Care.

Immunizations Required for School

The Ministry of Health requires a record of immunization for admission into school. Failure to provide proof of immunizations or documentation of exemption for reasons of medical, conscientious, or religious belief may result in exclusion from school.

The Immunization of School Pupils Act

Parents are responsible to ensure that their children are immunized against diphtheria, tetanus, polio, mumps, measles, and rubella.

Additional Immunizations Provided for School Age Children

- ★ Hepatitis B-All grade 7 students in Ontario.
- ★ Meningococcal-All grade 7 students.
- ★ Human Papillomavirus (HPV)-All grade 8 females.
- ★ Influenza-Age 6 months and older.

Don't Get Caught Without Your Shot!

Immunization Information Line
613-549-1232 or 1-800-267-7875, ext. 1451

Travel Immunization Line
613-549-2335
www.kflapublichealth.ca



Please visit www.kflapublichealth.ca for more information.

Appendix B - Childhood Illnesses

There is a poster at your licensed child care providers home - "Childhood Illnesses" - that lists Illness, How it Spreads, How to Recognize, Contagious Period, and When to Report/Exclude. You are encouraged to read it. The following conditions are covered:

Chicken Pox
Diarrhea and/or Vomiting
Fifth Disease
Hand, Foot & Mouth Disease
Impetigo
Influenza
Measles
Meningitis Bacterial/Viral
Meningococcal Disease
Mumps
Pink Eye
Rubella
RSV (Respiratory Syncytial Virus)
Strep Throat/Scarlet Fever
Whooping Cough

Please visit www.kflapublichealth.ca for more information.

NOTES