

# ***MUPPETS PRIVATE HOME DAYCARE AGENCY***



## **FAMILY HANDBOOK**

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*Revised January 2025  
Previously Revised March 2025  
Revised January 2026*

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A Division of There's No Place Like Home Inc.

316 Main Street - Toronto, ON M4C 4X7 Tel: 416-694-7888 Fax: 416-690-9566

At Muppets Private Home Daycare Agency, we believe collaboration between home care Providers, children, and their families creates a high-quality early learning and care environment. Adults and children are seen as co-learners that are capable, curious, competent, and rich in potential and who, by working together, can develop a strength-based approach to learning and development.

How Does Learning Happen? Document provides us with the framework that ensures we support all children in achieving the goals and expectations set out within it by building our program around the four foundations.

<b>Foundations</b>	<b>Goals for children</b>	<b>Expectations for Programs</b>
Belonging	Every child has a sense of belonging when they are connected to others and contribute to their world	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them
Well-Being	Every child is developing a sense of self and health and well-being	Nurture children's healthy development and support their growing sense of self
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies, and minds	Provide environments and experiences to engage children in active, creative and meaningful exploration and learning
Expression	Every child is a capable communicator who is able to express herself/himself in many ways	Foster communication and expression in all forms

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**PROGRAM STATEMENT: GOALS + APPROACHES = s.46(3)(a)-(k)**

	<i>Goals (What)</i>	<i>Approaches (How)</i>
(a) Promote the health, safety, nutrition and well-being of the children	To create a positive learning environment that promotes the health, safety, and well-being of young children, families, and educators by offering a balance between engagement, activity and rest, and provides opportunities for building supportive and positive behaviours	<ul style="list-style-type: none"> <li>* Provider signs in and out every child at arrival and departure as well as monitors the children’s attendance throughout the day</li> <li>* Provider maintains a daily written record that includes a summary of any incident or accident affecting the health, safety, or well being of any child</li> <li>* Provider is certified in Standard First Aid &amp; CPR/AED Level C and Emergency Procedures</li> <li>* Provider and children wash their hands frequently throughout the day and provider role models proper procedure</li> <li>* Water is available to the children at all times throughout the day</li> </ul> <p><i>Provider Initial</i> _____</p>
(b) Support positive and responsive interactions among the children, families, child care providers and staff	To promote and support positive interactions among all children, families, and home child care providers	<ul style="list-style-type: none"> <li>* A copy of the Agency Family Handbook which outlines our operational policies and procedures is provided to families upon enrollment</li> <li>* Families are encouraged to share personal information about the child(ren) which enables the provider to have a better understanding of the child’s personal preferences, restrictions or special considerations as well as individual needs</li> <li>* Providers are certified in AODA</li> <li>* Families are informed immediately if there are any medical concerns regarding their child(ren)</li> </ul> <p><i>Provider Initial</i> _____</p>
(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	To support and encourage the children in appreciating their feelings and emotions in order to acquire self-regulation	<ul style="list-style-type: none"> <li>* Provider uses positive guidance</li> <li>* Provider does not engage in the following prohibitive practices:                             <ol style="list-style-type: none"> <li>1. Corporal punishment</li> <li>2. Harsh or degrading measures that may humiliate or undermine a child’s self-respect, self-worth or self-esteem</li> </ol> </li> </ul>

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		<p>3. Depriving a child of basic needs such as food, shelter, clothing or bedding</p> <p>4. Confining a child by locking the exits of the home or using a locked or lockable space to separate the child from others</p> <p>5. Physically restraining a child or confining for the purpose of discipline</p> <p>6. Inflicting any bodily harm including making children eat or drink against their will</p> <p><i>Provider Initial</i> _____</p>
(d) Foster the children’s exploration, play and inquiry	To promote every child’s sense of exploration, play, and inquiry	<p>* Provider listens to the children and learns about their interests</p> <p>* Provider observes the children and encourages them to explore nature and their natural environments</p> <p>* Provider supports the children in learning through all their senses</p> <p><i>Provider Initial</i> _____</p>
(e) Provide child-initiated and adult-supported experiences	To create learning environments in which children are encouraged and supported to explore guided by their interests	<p>* Play materials are responsive to the developmental needs of children and are accessible to the children in care</p> <p>* Learning opportunities are planned based on the children’s interests and needs</p> <p><i>Provider Initial</i> _____</p>
(f) Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported	To facilitate a variety of supported experiences that enhance each child’s growth and development	<p>* Children’s cues and suggestions are taken into consideration when planning for activities</p> <p><i>Provider Initial</i> _____</p>
(g) Incorporate indoor and outdoor play, as well as active play,	To ensure that the individual needs of every child receiving	<p>* The daily schedule is flexible allowing for the accommodation of individual needs and experiences</p>

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<p>rest and quiet time into the day, and give consideration to the individual needs of the children receiving child care</p>	<p>care are being met</p>	<p>* Provider creates an environment in which the children have the opportunity to experience active or quiet play both indoors and outdoors</p> <p><i>Provider Initial</i> _____</p>
<p>(h) Foster the engagement of and ongoing communication with families about the program and their children</p>	<p>To cultivate a strong, respectful, and equitable relationship with families and engage them as partners and co-learners</p>	<p>* Documentation that reflects activities, interactions and engagement is shared with families in care</p> <p>* Families are welcomed to drop in during operating hours to contribute to and participate in children’s activities</p> <p>* Families are invited to the Agency’s social events, i.e., family gatherings &amp; outings</p> <p><i>Provider Initial</i> _____</p>
<p>(i) Involve in local community partners and allow those partners to support the children, their families, home child care providers, and staff</p>	<p>To actively engage community partners and develop close connections that provide opportunities for partnerships</p>	<p>* Excursions to community services and programs are planned and may include a visit to the local library, grocery store and/or other neighbourhood locations</p> <p><i>Provider Initial</i> _____</p>
<p>(j) Support staff, home child care providers, or others who interact with the children at a home child care premises in relation to continuous professional learning</p>	<p>To promote and provide opportunities for home child providers to engage in continuous professional learning</p>	<p>* Provider attends monthly workshops organized by the Agency</p> <p>* Provider is encouraged and supported to participate in professional development sessions offered by outside agents, such as Toronto Public Health, City Wide Training, and various online portals</p> <p>* Muppets Private Home Daycare Agency encourages all providers to participate in a minimum of 10 hours of professional development a year</p> <p><i>Provider Initial</i> _____</p>

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<p>(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families</p>	<p>To ensure the program is responsive to the developmental needs of individual children and their families while providing a safe, healthy and nurturing environment for children to learn, grow, and develop at their own pace</p>	<p>* The provider's home is visited on a monthly basis (more often if needed)  * The home environment is being assessed regularly to ensure the children's health and safety  * Families' comments, suggestions, and requests are appreciated and incorporated into the day-to-day operation  * Monthly meetings are held with providers to discuss and evaluate the implemented strategies and determine whether any changes to the implemented approaches are required</p> <p><i>Provider Initial</i> _____</p>
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All new providers, residents at the premises, volunteers are required to review the program statement prior to any interactions with the children in our care. The Program Statement is considered to be a living document and the Licensee, providers, residents at the premises, and volunteers will review it on an annual basis. This is accomplished at the end of the year when they are given the opportunity to reflect on the successes and challenges they faced in the past year and to set new goals for the upcoming year. The program statement is not only reviewed annually, it is also reviewed at a time when an update or revision is required.

## **ADMISSION**

### **CANADA-WIDE EARLY LEARNING AND CHILD CARE**

As of April 1, 2022, the Canada-Wide Early Learning and Child Care program came into effect.

Muppets Private Home Daycare Agency is proud to be part of the program to help lower the cost of fees for families while still providing the high-quality childcare we are proud of.

#### **Muppets Private Home Daycare Agency accepts children from 3 months to 12 years of age.**

Muppets Private Home utilizes the Fastoche online management system for collecting information and completing the enrollment process. The enrollment package is to be completed prior to admission. Please note, the system may change without prior notice, but families/guardians will be advised as soon as reasonably possible.

A file is created for each individual child and a link is provided to families. Families/guardians are asked to follow the cues and share detailed information about their child.

The child's immunization record is also required along with a TPH Immunization Form for Registrants of Child Care Centres (blank form provided by the Agency).

For children under the age of 2 years, an additional Infant Enrollment Package is to be completed prior to enrollment and then to be updated every 2 months until the child reaches the age of 18 months and every 4 months thereafter until the child reaches the age of 2 years.

The same system is used by Providers to communicate with the families about their child(ren)'s day. Some of the information shared, but not limited to, are meal intakes, child(ren)'s engagement in activities, learning milestones, washroom routines (where applicable), and photos (with families' written consent). To be abreast with the children's participation in the program and their growth and development, families/guardians are encouraged to check the children's daily journals that are emailed to their inboxes every evening.

## **DATA COLLECTION AND PROTECTION**

### **Data Protection Principles**

Muppets Private Home Daycare Agency is committed to processing data in accordance with its responsibilities under the Data Protection Principles.

*Electronic Documents Act* (EDA) requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner concerning individuals,
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes,
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed,
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that inaccurate personal data, having regard to the purposes for which they are processed, are erased or rectified in a timely manner,

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- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to the implementation of the appropriate technical and organizational measures required by the EDA in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organizational measures.

## SCHEDULE OF CLOSURES

The home child care will be closed on all statutory holidays including:

- \* New Years Day
- \* Family Day
- \* Good Friday
- \* Victoria Day
- \* Canada Day
- \* Civic Holiday
- \* Labour Day
- \* Thanksgiving Day
- \* Christmas Day
- \* Boxing Day

In addition, the Providers' homes close at 1 pm on Christmas and New Year's Eves.

There may be times when due to unforeseeable circumstances or inclement weather, the Provider's home is forced to close. Should this situation arise, we will endeavour to inform families at the earliest opportunity. Families/guardians will be asked to check the Agency's voicemail before coming in to drop off their child. As this situation would be out of our control, full fees would still be required for this day.

## AGENCY FEE STRUCTURE

*"Base fee" means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the Child Care and Early Years Act, 2014 (CCEYA), or anything a licensee requires the family to purchase from the licensee, but does not include a non-base fee.*

*"Non-base fee" means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the family and the licensee in respect of circumstances where the family fails to meet the terms of the agreement (e.g. fees for picking up a child late, fees to obtain items that the family agreed to provide for their child but failed to provide), as defined in the CCEYA.*

Upon enrollment, you will be required to provide the Agency with post-dated cheques for all fees owing for the year or to sign a "**Pre-Authorized Debit**" (PAD) Agreement. As fees may vary from Agency to Agency, depending on the age, location and programs that are offered, a *Fee Structure* will be provided upon enrollment which outlines the Agency's breakdown of fees for each age group. If you are transferring from another Agency, the rate you were paying there may not be the

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same once enrolled with Muppets Private Home Agency. Any fee changes will be notified to families in writing.

Our preferred method of fee payment is through the PAD method. This is to ensure fees are collected in a timely manner and avoids late payment charges on your account. It is the family/guardian's responsibility to provide payment if a PAD has been declined. This policy will be strictly enforced with the 3-day replacement protocol.

Any pre-authorized debits or cheques that may return from the bank as NSF are subject to a \$25.00 charge. This charge is a "non-base fee" and is not eligible for a reduction under the CWELCC program. No further pre-authorized debits or cheques will be accepted for that payment. The NSF payment will have to be made by e-transfer, certified cheque or money order.

Monthly fees received after the day of your scheduled payment day are subject to a late fee of \$5.00 and \$1.00 a day thereafter. Late fee is a "non-base" fee, which is not eligible for a reduction under the CWELCC program.

Our Agency accepts subsidized and non-subsidized children. Should a child receive daycare subsidy, then it is up to the family to contact their subsidy caseworker if there are any concerns with the daily fee that families have been assigned. Subsidized daily fees are determined by the caseworker, NOT the Agency.

Children, full fee as well as in receipt of subsidy, under the age of 2 years, are considered to be in the 0-2 years age group until the end of their month of birth. Full fee families are required to pay the 0-2 years fee until the end of the month their child reaches the age of 2 years.

The homecare will be closed on all Statutory Holidays; there is no charge for these days. There are no deductions given for days when a child is off sick or on vacation.

A fee structure can be found in Appendix A of this document which lists the "base fees".

## **WAITING LIST**

### **Intent**

This policy is intended to ensure families are not charged a fee or deposit for the placement of their child on a waiting list for an unsecured spot in the home child care agency.

The Agency will be maintaining a waiting list according to the area the care is needed. The waiting list is made available to prospective families in a manner which maintains the privacy and confidentiality of the children on the list. Families may inquire over the phone about their position on the waiting list. Families may also come in person to the office and be shown their position on the waiting list with other families' confidential information being blocked out by using the "hide" option in the excel spreadsheet.

This policy will be reviewed by the Licensee with home child care providers, volunteers and persons who are ordinarily residents of the premises or regularly at the premises, home child care coordinators and employees of the home child care agency prior to the commencement of their employment. This policy will be implemented and monitored for compliance and contraventions in accordance with subsection 6.1 of O.Reg.137/15.

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The Waiting List Policy will be reviewed annually thereafter or when any changes are made. A record of the review will be signed and dated by the person who participated in the review and the person who conducted the review and the record will be maintained for a period of 3 years.

**Procedure:**

Families are provided care on a “first come, first served” basis according to availability in the appropriate age grouping category and/or location of the provider. Families will be required to go on the website, <https://www.victoriavillage.com/private-home-daycare.html>, select the location they are interested in and fill in the waitlist information for that location. The “first come, first served” basis will be determined by the date information is received and any of the factors below.

A child will take precedence over another child on the waiting list if they fall into one of the following categories:

1. An emergency CAS placement or from a shelter,
2. If a child’s start date has been projected up to 2 months in advance, but a space becomes available earlier, the family would be given the option to start earlier. If the family declines, we would have to take the next available client in order to maintain enrolment.
3. The sibling of a child already in care will be enrolled before a child on the waitlist.
4. Before and after school children will be placed with the provider that services the respective school.

Providing information for the waiting list, does not in any way, guarantee a spot in the provider home on a preferred date.

The waiting list information available to families contains:

- Date information received
- Date of birth
- Age grouping
- Location (main intersection/school)
- Date care required
- Date care acquired

By providing families the option of a waiting list, we endeavour to meet the needs of the families in our community.

The Agency agrees to refer families to the Provider for child care services. It is understood that the decision to use the services of a particular Provider is the result of the collaboration between the Agency, the Provider and the Family. The Provider reserves the right to enroll a child on a probationary basis. The provider may decline to provide child care services if they feel that their environment is not responsive to the developmental needs of the child.

**NOTICE OF TERMINATION / WITHDRAWAL POLICY**

Muppets Private Home Daycare Agency is committed to delivering high quality care to all children and their families. There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to terminate the Child Care Agreement.

**MUPPETS PRIVATE HOME DAYCARE AGENCY** reserves the right to terminate a child care agreement on the following grounds:

- Non-payment of fees (2 weeks in arrears) – see the Financial Contract
- Repeated contravention of the Code of Conduct – see the Code of Conduct in the Family Handbook
- Continuous late pick-ups – see the Late Pick Up and Charges in the Family Handbook
- Family refusal to support the Provider through collaboration. This would include, but not limited to, a Resource consultant, developing an ISP together and ensuring both the provider and the family follow it

Every family has the right to terminate their child care agreement with the Provider for any reason. Any family choosing to withdraw from the Agency will be required to provide a **2-week written notice** to the Agency's Home Coordinator. If a family approaches a Provider and gives verbal notice of withdrawal, the Provider must advise the family to give written notice to the Home Coordinator.

The Home Coordinator will be responsible for notifying the Director as well as City of Toronto Children's Services of all withdrawals.

All outstanding fees must be paid in full at the time notice is given.

**Providers** reserve the right to terminate a child care agreement on the following grounds:

- Repeated contravention of the Code of Conduct – see the Code of Conduct in the Family Handbook
- Continuous late pick-ups - see the Late Pick Up and Charges in the Family Handbook
- The environment deemed not supportive of the child's needs or growth – see below

In order for the environment to be deemed not supportive, the following procedures need to occur:

1. The Provider and the family communicate daily regarding the child's needs. Families provide the Agency and the Provider with pertinent information that may help the Provider support the child's development.
2. If no information is shared by the family, but the Provider notes behaviours, unmet milestones, or any sensory deficiencies, the Provider will communicate these findings to the family and the Home Coordinator.
3. The Home Coordinator and the Provider discuss the concerns and develop temporary strategies which are documented.
4. The Provider, and/or the Home Coordinator meet with the family to discuss and document any supports that the child may need. A trial period for the suggested strategies is established by completing the following steps:
  - a) Identify the concerns and reasons.
  - b) Discuss implications for the child and other children involved.
  - c) Develop an Individual Support Plan (ISP) in consultation with the family.
  - d) Establish the trial time period
  - e) Discuss ways of involving community resources, such as a Resource Consultant and obtain written consent from the family. Refusal to sign the consent will indicate a lack of cooperation and may lead to immediate termination of the child care agreement

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5. Contact the Resource Consultant to discuss the implemented strategies from the ISP and arrange a meeting between all the parties involved.
6. If the family does not attend any meeting, or prolongs the scheduling of a meeting within a reasonable time frame, or if after attending, it is concluded that it is in the best interest of the child that they be withdrawn from the program, a written 2-week notice of withdrawal will be given.
7. On completion of the trial period, the Provider, the Resource Consultant (if applicable) and the Home Coordinator will discuss documented observations of the change in the environment and how it affected behaviours.
8. The implemented strategies will be reviewed and at this time it will be determined whether additional support is required or if the provider has exhausted all available resources and can't meet the child's or the family's needs, a withdrawal notice will be provided to the family.
9. A meeting will be arranged with the family and the Provider and/or Home Coordinator along with the Resource Consultant (if applicable) to discuss the next steps.

The Agency, in collaboration with the Provider, reserves the right to give two weeks' written notice where it is determined that the program is unable to meet the child's or family's needs. Immediate withdrawal may be necessary where behaviours that jeopardize the safety of the children in care and/or the Provider occur.

This Withdrawal Policy will be reviewed by each Provider commencing employment and annually thereafter. This written record of the review will be signed by Provider as well as the Home Coordinator or the Supervisor and kept on file for at least three years.

## **FAMILY INVOLVEMENT**

Family communication and involvement are essential to providing an excellent childcare program and is a vital part of the success and co-operative spirit of the private home setting. Families are encouraged to bring forward their suggestions about the program and the routines in the homes. Families are provided with an opportunity to follow their child(ren)'s development on a daily basis through our Fastoche management system. Families are also encouraged to feel free and confident to discuss with us concerns, if any, regarding their children.

There will be events throughout the year where families' participation would be very welcome. These events include celebrations, summer barbeques, picnics, field trips or outside excursions, and more. A family information board is posted in every provider's home and messages are also shared through emails and the Fastoche management system. Please take a moment to have a look at them. Through positive communication and cooperation with families, we are able to meet the needs of the whole child.

Families are also encouraged to share their skills and knowledge by contributing to our programs. The children and Providers would love to learn about the work the family members do, the unique skills they possess, the languages they speak, and their cultural background and traditions.

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## **CODE OF CONDUCT**

The following expectations are intended as a guide to maintaining the atmosphere at a Provider home as a happy, comfortable, and safe place to be.

Adults and children at all times shall:

- a) Be courteous to others
- b) Use acceptable language
- c) Conduct themselves in a manner which allows each child and Provider to feel safe from verbal and physical abuse
- d) Resolve conflict in a peaceful manner
- e) Respect the building and equipment as well as the personal property of all Providers and others
- f) Show respect for all individuals through their behaviour and words

Please note that Providers are to be treated on a professional level at all times. Providers are providing quality programming for your children and will not accept treatment that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the home. Any questions, concerns or grievances should be addressed to the Home Coordinator or Supervisor. Any matter that cannot be resolved at this level will be directed to the Executive Director. At absolutely no time should there be a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the Agency).

## **FAMILY ISSUES AND CONCERNS POLICY AND PROCEDURES**

### **Purpose**

*The purpose of this policy is to provide a transparent process for families, the childcare licensee and providers to use when families bring forward issues/concerns.*

### **Definitions**

*Licensee: An individual, corporation, or First Nation who holds a licence issued under the Child Care and Early Years Act, 2014.*

*Provider: An individual contracted by the licensee to provide childcare.*

## **POLICY**

### **General**

Families are encouraged to take an active role in our home care settings and regularly discuss what their child(ren) are experiencing with our program. As outlined in our program statement, we support positive and responsive interactions among the children, families, home care providers and their families, and foster the engagement of and ongoing communication with families about the program and their children. Our providers can engage families in conversations and support a positive experience during every interaction.

All issues and concerns raised by families are taken seriously by Muppets Private Home Daycare Agency 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.

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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 families will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to the family within 5 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 the family, children, providers 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**

Our Agency 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 family member/guardian, provider or volunteer feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Home Coordinator or 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 family expresses concerns that a child is being abused or neglected, the family will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS 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:**

<b>Nature of Issue or Concern</b>	<b>Steps for Family Member to Report Issue/Concern:</b>	<b>Steps for Provider and/or Licensee in responding to issue/concern:</b>
<p><b>Program: Home-Related</b></p> <p>E.g.: home care hours of operations, schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the provider directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Home Coordinator/Supervisor licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the family/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received.</li> <li>- the name of the person who received the issue/concern.</li> <li>- the name of the person reporting the issue/concern.</li> </ul>
<p><b>General: Agency- or Operations-Related</b></p> <p>E.g.: childcare fees, Agency's hours of operation, waiting lists, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Home Coordinator/Supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the family regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Provider-, Family-, Family Member, Supervisor-, Home Coordinator-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Home Coordinator/Supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of providers that puts a child's health, safety and well-being at risk should be reported to the Home Coordinator/Supervisor as soon as the family member becomes aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the family member who raised the issue/concern.</p>
<p><b>Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Home Coordinator/Supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of volunteers that puts a child's health, safety and well-being at risk should be reported to the Home Coordinator/Supervisor as soon as a family member becomes aware of the situation.</p>	

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**Escalation of Issues or Concerns:** Where a family member is not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing at [www.victoriavillage.com](http://www.victoriavillage.com) under “Contact Us”.

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:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Victoria Village Children’s Services Ltd.: 416-759-2500 or [www.victoriavillage.com](http://www.victoriavillage.com)

Muppets Private Home Daycare Agency: 416-694-7888 or [mph@victoriavillage.com](mailto:mph@victoriavillage.com)

**ACTIVITIES OFF PREMISES**

Outdoor play is a component of our daily program. As part of this program children will participate in neighbourhood walks on a regular basis. This may include walks to the park, to the library, or simply just around the block. While off premises, ratios will still be observed as per CCEYA guidelines. Providers may use the assistance of a rope to navigate the children throughout the neighbourhood, with the exception of the infants using a stroller. Consent for participation in any of the above activities is assumed and included in your signed enrollment agreement.

On occasion field trips are planned to enhance the programs. An additional trip consent form will be required in order for your child to participate in any off-site excursions. Alternative care arrangements are to be made by families/guardians if children do not participate in field trips.

**YOUR CHILD’S FIRST DAY**

We recommend that you either plan to stay for a short period of time on your child’s first morning or come for a visit prior to your child’s first day. Your child can explore the new surroundings while interacting with their family and the Providers. Make sure your child understands why they are attending homecare, where you are going and when you will be returning. Share any background information with your child’s Provider that will help her make an easier adjustment. Some children feel comfortable immediately while other children take a few weeks. If you have any concerns please do not hesitate to call and find out how your child is doing. Every child is unique and adjustment to their surroundings varies from child to child. Having patience and understanding with your child’s needs will help the transition from home to child care.

## THINGS TO BRING TO HOMECARE

Your child will need the following items at the Provider's home:

- Two complete changes of clothes clearly marked with your child's name. Accidents do happen and pretending to swim through the water table isn't all that unusual for an active toddler or preschooler!
- A blanket for sleep time. The blanket should be taken home every Friday to be washed and brought back on Monday morning,
- Soft soled shoes or slippers for indoor wear – highly recommended
- Appropriate attire for outdoor play. Running shoes are recommended. Crocs, flip-flops and other sandals are not appropriate for outdoor play or indoor play, as they can cause children to trip and fall off their feet
- Diapers and wipes for infants/toddlers
- Any necessary medical devices that support the child's health, safety, and well-being. Please note that providers and/or the Agency cannot be held financially or otherwise responsible if the device is either lost, stolen, or broken

## UNACCEPTABLE ITEMS

Please **do not** bring any of the following items to the Provider's home:

- Toys from home, as they may get lost or broken (except on show and tell day)
- Clothes and jewellery which are expensive or restrictive and do not allow children to explore their surroundings freely
- Any type of scarf or infinity scarf is not permitted - we recommend neck warmers on Velcro
- Snacks containing nuts or peanut butter. Snacks are provided at the Provider's home and outside food is not necessary
- Vitamins, or other medication, that cannot be administered by the Provider
- Any expensive items, as we are not responsible for lost, stolen, missing or broken items. If you require the use of a stroller, you may have to take it with you if there is no extra space at the Provider's home.
- Soothers for any child over the age of 1 year
- Bottles for any child over the age of 15 months
  - ✓ *Pacifier use outside of a crib or playpen in programs where there are mobile infants or toddlers is not recommended. Caregivers/Providers should work with families/guardians to wean infants from pacifiers as the suck reflex diminishes between three and twelve months of age.*
  - ✓ *Children should not be put in bed with a bottle. This causes thrush (oropharyngeal candidiasis).*
  - ✓ *In general, children can try a cup at 6 months and be weaned off the bottle around 12 to 18 months. Children are ready to be weaned when they can sit up by themselves. Pediatricians and pediatric dentists indicate that babies should break the bottle habit at 12 months.*

## LATE PICK UP and CHARGES ("Non-Base Fee")

In the event of an emergency that prohibits you from picking up your child before the Provider's home closes, please make other arrangements and notify the Provider as soon as possible. The home closes at 6 pm daily. In order to create a comfortable departure time, one that enables the family member/guardian to greet their child, talk briefly with the Provider and gather clothing and material

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from the children's designated area for their belongings, please arrive well before 6 pm. We encourage you to maintain open and continuous communication with the Provider. Please allow sufficient time for this to occur at arrival and departure times.

If your child is not picked up from the Provider's home by 6 pm, you will be charged a late fee of \$1.00 per minute for every minute after 6 pm. For example, a child picked up at 6:13 pm will be subject to a late charge of \$13.00. This late fee goes directly to the Provider. Payments are to be made no later than by the next day. All payments must be made in cash.

Our late pick-up policy is in effect for emergency situations only. Abuse of this policy will not be tolerated. Any family member or guardian found repeatedly picking up their child late would be given a written notice. Continuous abuse may lead to termination of the enrollment agreement. Please be considerate to our Providers.

In the event you, or someone you have designated as an emergency contact person, have not picked up your child by 7:00pm, and all our efforts to contact you, your emergency contacts listed on the form, work numbers, home numbers and cell numbers and we haven't been able to make contact with anyone, the Children's Aid Society (CAS) will be called to pick up your child. A note will be placed on the door with the phone number to contact and the CAS will instruct you as to where you will go to pick up your child.

As this is a Serious Occurrence, we ask you to understand the importance of maintaining contact and communication with the Agency and the Provider as much as possible.

The homecare closes at 6 pm, with the exception of Christmas Eve and New Year's Eve, when the homes close at 1 pm.

## **SAFE ARRIVAL AND DISMISSAL POLICY**

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide home child care Providers, Home Coordinators, Agency Administrators, students and volunteers with a clear direction as to what steps are to be taken when a child does not arrive at the home child care premises as expected, as well as procedures to follow to ensure the safe arrival and dismissal of children. **The Agency will assume no responsibility for a child who has not been directly brought into the home by a family member or designated person.**

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **Policy and Procedures**

#### **Accepting a child into care**

The Provider is responsible for signing children in on the attendance record as children arrive at the home premises where care is provided.

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The Provider is responsible for ensuring any communication from families related to drop-off or absences is noted on the daily written record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the home child care premises and the family has not communicated a change in the drop-off or that the child will be absent (e.g., left a voice message or advised the Provider at pick-up), the Provider must: contact the child's family not later than half an hour after the time the child was expected to be dropped off.
2. The Provider shall first send a text message, and if there is no response within half an hour, place a call to the family/guardian.
3. The Provider will continue texting periodically for the next hour, and if there are no replies from the family, the Provider shall inform the Home Coordinator of not being able to reach the family.
4. The Home Coordinator will continue calling, texting, emailing the family, and if there is no response within half an hour, the Home Coordinator shall contact the Agency Administrator. At that point, a decision will be made to call the police services to perform a wellness check.
5. Once the child's absence has been confirmed, the Provider shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

The Provider shall only release the child to the child's family or another individual to whom the family has provided written authorization that the child may be released. It is recommended the person be at least 16 years of age. Special consideration can be given if the family/guardian provides written permission to release their child to an older sibling under the age of 16, but not less than 13 years of age.

Where the Provider does not know the individual picking up the child, the Provider must ask the family member/authorized individual for photo identification and confirm the individual's information against the family member//authorized individual's name on the child's file or written authorization provided by family.

***Note: No person will be given the benefit of the doubt when they arrive to pick up a child. If in doubt we will choose the safest action, by not releasing the child to anyone unless all the conditions are met. The Providers have been instructed by the Home Coordinator and Agency Administrator to check the ID of any unfamiliar persons.***

### **Where a child has not been picked up as expected**

1. Where a family member or authorized individual who was supposed to pick up a child from care has not arrived by 6 pm and there are no messages from the family of schedule changes, the Provider shall proceed with calling the family. Consideration shall be given where the

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Provider has alternate operating hours (e.g., extended care). The Provider shall ensure that the child is given a snack and activity, while they await their pick-up.

2. The Provider will keep trying to reach the family until 6:30 pm. If all attempts have failed, the Provider will notify the Home Coordinator or the Agency Administrator at which time the Home Coordinator or the Agency Administrator will make every effort to also reach the family or an emergency contact to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the family must provide a contact number for the individual and the Provider will try to contact them first if they do not pick up the child by the end of the operating day.
3. Where the Provider is the person contacting the family and they have been unable to reach the family or authorized individual who was responsible for picking up the child, the Provider shall contact the Home Coordinator no later than 6:45 pm.
4. Where the Provider, the Home Coordinator, or the Agency Administrator are unable to reach the family or any other authorized individual listed on the child's file by 7:00 pm, the Provider, the Home Coordinator, or the Agency Administrator shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4640. The Provider, the Home Coordinator, or the Agency Administrator shall follow CAS's direction concerning next steps. The Provider shall also advise the licensee.

### **Dismissing a child from care without supervision procedures**

Where a family has provided written and signed authorization for their child to be released from care without supervision (picked up by a sibling under the age of 16, but not younger than 13 years of age), the Provider must be responsible for dismissing the child from care. Prior to dismissing the child from care, the Provider shall review the written instructions for release provided by the family and release the child at the time set out in the instructions. The Provider shall document the time of departure from care.

### **SUPERVISION OF VOLUNTEERS/PARTICIPATING FAMILY MEMBERS AND STUDENT PLACEMENT POLICY**

Muppets Private Home Daycare Agency is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. Ensuring the safety and well-being of every child in our care is our highest priority. O. Reg. 137/15 under the *Child Care and Early Years Act* (CCEYA) states that every operator shall ensure that every child who receives child care at a child care centre it operates or at a premises where it oversees the provision of home child care is supervised by an adult at all times, whether the child is on or off the premises. As such, it is our policy that no child in our care be left unattended and unsupervised. **Volunteers, participating family members, and student placements will not be counted in ratio and will not have unsupervised access to the children.**

### **EMERGENCIES**

All our Providers are required to be trained in certified in Standard First Aid & CPR/AED Level C and Emergency Procedures. If a serious accident or illness occurs to a child enrolled in one of our homes,

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the Provider will promptly administer emergency medical treatment and seek assistance, notify the family/guardian of the child, record the occurrence in the daily logbook, and notify the Agency. An emergency medical treatment authorization form is required to be completed prior to enrollment. We must be informed promptly of any changes affecting emergency contacts. If you change your home or work telephone number, please let us know as soon as possible so that we can change the information on your child's emergency card.

## **HEALTH POLICY**

Prevention of illness is the basis of our health policy. To ensure the best possible environment for each child's development, we must insist that all families strictly adhere to our Agency's health policies. The Child Care and Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health, and must also submit a medical certificate confirming a complete medical assessment (for more details see Immunization Form). If a family chooses not to immunize their child, an affidavit must be signed by a notary and submitted to the Home Coordinator. This form can be obtained from the Home Coordinator or downloaded from the following Government of Ontario website:

<https://forms.mgcs.gov.on.ca/en/dataset/014-4897-64>

Children who are ill must not be brought to the Provider's home, as the day is too demanding for a sick child. Families must find alternative care for a child who is ill or who has a contagious disease. Young children are still building their immunities. A child who is not well is especially prone to infection and communicable disease. Families must keep a child at home if the child has a fever, is vomiting, has diarrhea, nausea or any contagious illness, an ear infection, any unexplained rash or unusual skin disorder.

Upon your child's arrival at the provider's home, the provider will carry out a regular health inspection of your child. As requested by the Department of health, the provider has the right to refuse admittance if your child appears sick. If the child has been admitted and is showing signs of illness that may affect the health of others, families will be contacted immediately and will be required to pick up their child as soon as possible. In the interim, attempts will be made to isolate the child.

Tiredness is also a health concern. A tired child is prone to infection and communicable disease. Please ensure that your child has adequate rest and a reasonable length of day at the Provider's home. Although we are open from 7 am to 6 pm, we suggest that your child's day be not much longer than your own working/school day.

In accordance with the Child Care and Early Years Act, a signed and fully documented Medical Certificate and Emergency Consent Form must be presented on the first day of care. **NO CHILD WILL BE ADMITTED WITHOUT THESE FORMS.** The Child Care and Early Years Act also requires that the children play outdoors every day for a minimum of 2 hours, weather permitting. If your child is too ill to participate in the outdoor program, he/she is too ill to be in daycare. Children who attend the Provider's home before school and after school are required to participate in a minimum of 30 minutes of outdoor activities every day, weather permitting, unless otherwise approved by a director or a physician or a child's family member/guardian advises otherwise in writing.

**Muppets Private Home Daycare Agency health policy regarding fever and vomiting is as follows:**

Fever

Children who experience a temperature of 38C or more for a period of 30 minutes or longer, may not remain at the Provider's home. Families will be notified and asked to pick up their child as soon as possible. Children should remain at home for 24 hours after the fever has cleared and must be well before returning to the Provider's home (i.e., they must be able to participate fully in the indoor and outdoor daily program).

Vomiting

Vomiting is a sign of stomach irritation or communicable disease. Families will be asked to come and pick up their child from the Provider's home if he/she has vomited more than once in that day. Children should remain at home for 48 hours after vomiting has stopped. The child must be well before returning to the Provider's home (i.e. must be able to participate fully in the indoor and outdoor daily program). During an outbreak in the Provider's home the child will not be admitted into care until 48 hours after vomiting has stopped.

**CONTAGIOUS DISEASES**

Any child who shows signs of the contagious illnesses must be withdrawn as soon as possible and may not return without a doctor's written consent. A report will also be made to a Medical Officer of Health from the Public Health Department.

Diarrhea

Diarrhea is a sign of infection or irritation in the digestive tract. If a child is suffering from diarrhea (bowel movements that appear watery or greenish and/or are much more frequent than usual) he/she must be kept at home, the child will not be admitted to the Provider's home until 48 hours after he/she is symptom free or a doctor determines he/she is not infectious. During an outbreak in the Provider's home the child will not be admitted into care until 48 hours after he/she is symptom free.

Pink Eye

Pink eye is usually caused by a bacterial infection or may be caused by virus or non-infectious condition. The signs and symptoms of pink eye are as follows:

- Pink or red eyeballs
- Redness of eyelids and eye pain
- White, yellow, matted discharge or clear and watery discharge

Any child who shows signs of this contagious illness must be withdrawn from the provider's home as soon as possible and be assessed by their health care provider. The child may return 24 hours after appropriate antibiotics have started. A doctor's note is required for readmission.

Rubella

The signs and symptoms of Rubella or German Measles are:

- Low-grade fever
- Red rash
- Swelling of the glands in the neck and behind the ears

The disease is most communicable for 7 days before and 7 days after the rash appears. A child may return to the Provider's home after 7 days after the rash appeared with a doctor's note stating that the child is no longer able to transmit the disease to other.

### **Mumps**

The signs and symptoms are:

- Swollen and tender glands at the jaw line on one or both sides of the face
- Headache, fever, malaise, inflamed testes and respiratory symptoms (especially for children aged five and under)

The child will be re-admitted 5 days after the onset of parotid gland swelling. A doctor's consent for return to the Provider's home will be required.

### **Impetigo (Streptococcus Pyogenes or Staphylococcus Aureus)**

The signs and symptoms are:

- Cluster of red bumps or fluid-filled blisters, which may ooze a clear fluid or become covered by an itchy honey-coloured crust. The blisters usually appear around a child's mouth, nose or on exposed skin of the face or limbs.

The child may return to the Provider's home after 24 hours of receiving treatment and lesions on exposed skin must be covered. A doctor's note is required.

### **Chicken Pox**

The signs and symptoms are:

- Generalized, itchy rash
- Crops of small red spots turn into fluid-filled blisters that crust as they resolve
- Fever

The child may remain in care providing they are well enough to participate in the full program. A doctor's note will be required.

**The above is only a sample of the many contagious diseases. For a full list, please refer to the Public Health list of reputable diseases that is posted for your information. Exclusion of your child from the childcare program may be necessary, as deemed by Public Health. It is our policy to abide by and adhere to all Public Health recommendations.**

For a full list of common reportable and non-reportable communicable diseases, please visit:

<https://www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/infection-prevention-control-for-child-care-centre-operators/communicable-disease-information-for-schools-child-care-centres/>

## **ADMINISTRATION OF MEDICATION**

Providers are permitted to administer over-the-counter products such as sunscreen, moisturizing skin lotions, lip balm, insect repellent, hand sanitizer and diaper cream with written authorization from the family/guardian. The products must be labelled with the child's name and stored as indicated on the label and administered/applied as indicated on the label.

Products will not be administered if not in original packaging.

Please refer to the *Administration of Drug and Medication Policy*.

All families are responsible for the safety of the children enrolled with the Agency and must ensure that no medication is left in the child's backpack or diaper bag, but is handed to the Provider for proper storing in a locked medication box.

## **CHILDREN WITH MEDICAL NEEDS**

A child with medical needs is defined as a child who has one or more chronic or acute medical conditions and they require additional support or accommodations. For example, a child with diabetes may require that Provider checks the child's blood sugar levels with a glucose monitor several times a day.

An individualized plan shall be developed in consultation with the family of the child and with any regulated health professional who is involved in the child's health care and who, in the family members' opinion, should be included in the consultation.

The review of each individualized plan (by Home Coordinator, Provider, volunteers) supports the child(ren)'s ability to participate in the childcare program and offers the Provider all necessary information to deal with any medical situation pertaining to your child. The plan is required to be updated and signed annually

## **SMOKE FREE**

As per the **Smoke Free Ontario Act**, families, Providers, students, and volunteers are prohibited from smoking in the Provider's home, the playground area and any area of the surrounding premises when the children are in their care during operating hours.

## **NUTRITION, DIETARY NEEDS AND ALLERGIES**

A mid-day meal and two snacks will be provided to all children in full time attendance in accordance with the guidelines of the Canada Food Guide. Children's special dietary needs and allergies will be posted in the food preparation area or the play area. We will do our best to plan menus that allow all children to eat what is being served. Children are encouraged to try all foods that are served, but they are never forced to eat them. During our summer program and days when the children will be off site for field trips, it may be necessary to provide your child with a bag lunch, which is not to be shared with others. Bag lunches must be nut free and meet your child's nutritional needs and the Canada Food Guide requirements.

In cases where a child has food allergies, and the meals and snacks that are prepared by the Provider cannot meet the child's needs, the child's family will be able to supply snacks/meals for their child. The following requirements must be implemented:

- Families are to provide clear and concise written instructions for dietary considerations for the Provider to follow
- Families are to label all the provided food with the child's full name, the date food arrived, and the full ingredient list, which the Provider will have to verify
- Provider will notify the other families in the group of the allergies present in the home, and ensure any food sent from home does not include the allergens that may cause an allergic reaction

When documenting a child's allergies or food restrictions in the enrolment package, clear instructions of the allergy/restriction and how or if the child can ingest the foods in different forms should be included.

Due to the increasing number of children suffering from Anaphylactic Allergies, we ask families/guardians to refrain from bringing any additional food items into the Provider's home. If a family/guardian would like to provide a special dish for a festive event or birthday celebration, a full list of all ingredients that were used to prepare the food, including the primary ingredients (at the source) and spices, must be provided along with the food.

Families/guardians of children with Anaphylactic Allergies must complete an *Individual Action Plan* prior to enrollment or upon discovery of the allergy. They must also provide the Agency with a doctor's note detailing the symptoms and treatments for their child's specific allergy. The *Individual Action Plan* must be detailed as to the signs to look for and what actions need to be taken when the signs are evident. In addition, the child must have a valid epinephrine auto-injector with them at all times. The epinephrine auto-injector must be registered in the child's name and be current. It is the family's responsibility to ensure that the Provider has been properly trained on how to administer the epinephrine auto-injector, should it be required.

If a family/guardian refuses to provide the Agency with an epinephrine auto-injector or fails to replace an expired epinephrine auto-injector, their child will not be permitted into care until the Provider is provided with a new epinephrine auto-injector.

If an antihistamine is required as part of the *Individual Action Plan* for the child, a doctor's note explaining the dosage and signs and symptoms to look for before administering is needed. A syringe or medication cup must also be provided; if not, we will not be able to administer the antihistamine.

## **ACCESSIBILITY**

Muppets Private Home Daycare Agency is committed to developing policies, practices, and procedures that provide accessible, quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

We are dedicated to ensuring all programs and services are accessible to clients and their children by removing and preventing barriers to accessibility and meeting our requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Muppets Private Home Daycare Agency is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code, respecting non-discrimination. Muppets Private Home understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with a wide range of abilities and disabilities under any other law.

Muppets Private Home Daycare Agency welcomes feedback in a variety of ways, including in person, by telephone, in writing or electronically. A copy of the Muppets' Private Home Accessibility Policy is available upon request.

## **ACCOMMODATIONS**

Muppets Private Home Daycare Agency understands its obligations under the Ontario Human Rights Code with respect to accommodating children with special needs. Every child in our care has the right to an educational environment that is safe and conducive to that student learning.

We recognize some children who require substantial support and assistance within our programs and give them the same opportunity to learn and succeed as much as any of our other children. These appropriate accommodations are provided up to the point of “undue hardship.”

Muppets Private Home Daycare Agency will make every effort to serve all children and families/guardians in the home. This is accomplished by observation of individual children and the other children, gathering additional information from families/guardians, teachers, and other appropriate professionals (with proper release of information forms signed by the family/guardian), and developing the program to meet the needs of both the individual child and the other children. The Home Coordinator will provide contact information to specialized programs and additional resources within the Region.

If accommodations are required to support the needs of the child, these accommodations can be maintained, provided they do not compromise the integrity of our program, philosophy or jeopardize the health, safety or well-being of another child, and do not deprive the other children of their educational opportunities.

There may, however, be situations in which the regular program cannot meet the needs of some children or families. In this case, the decision that a child/family should be withdrawn. This measure will be taken as a last resort.

In the event that a decision to withdraw a child is taken, it will be done with the consideration of the best interest of the child and the well-being of the entire group. The Home Coordinator will provide as much information to the family as possible to find an alternative placement for the child.

## **CHILD ABUSE**

If abuse of any kind is witnessed or suspected by a Provider, a call to the Children’s Aid Society will be placed. These calls are confidential and the release of any information, either to a family/guardian or to any other Providers, will be carried out as per the directions of CAS. As Educators, it is our legal obligation, known as “Duty to Report” that any and all incidences of suspected or observed abuse. Any family member/guardian of a child in our care should place a call to the Children’s Aid Society in the event that they witness any behaviour they feel is abusive in nature.

## **SERIOUS OCCURRENCES**

It is the policy of Muppets Private Home Daycare Agency that the environment for the children be arranged and developed with their safety as a prime concern at all times. Every effort is made to ensure the well-being of every child in our care.

In an effort to provide greater transparency to all families and caregivers regarding any serious occurrences that may happen while in Provider’s care, we will post a Serious Occurrence Notification Form in a visible location within the home. This form will stay posted for Minimum of 10 business days.

To maintain confidentiality and respect each individual’s right to privacy, information pertaining to the child’s name, staff name, age or birth date of the child, age group, etc. will not be included on the Serious Occurrence Notification Form.

## MONITORING COMPLIANCES AND PROHIBITED PRACTICES

Muppets Private Home Daycare Agency is committed to providing quality care to all children and understands that children come to the Providers' homes with various needs. As Educators, we play an active role in fostering the well-being of every child and encourage families/guardians, adults and other children to communicate and engage with each other to form a sense of belonging.

It is our belief that if children are offered well-defined guidance, they can choose their own actions in regard to their interactions with others and their environment.

By acknowledging a child's feelings, an Educator can help the child to recognize their own feelings and offer problem solving skills. A child possessing such skills will feel confident in his or her choices, which is the basis for self-regulation.

An Educator will use positive methods and approaches to disciplining children in accordance with section 27 in the Child Care Regulation. The use of physical, verbal, emotional, or psychological punishment is not permitted.

The aim at the Provider's home is to be consistent in setting and maintaining clear limits yet be flexible enough to allow for individual differences in children. The Educator's goal is to help your child work through any difficulties so that they may progress towards self-regulation. The children are taught to play without interfering with or hurting others. The Provider will always be close at hand to give guidance, set limits, comfort, and assist. The children are encouraged to cooperate with each other. The Provider is willing to discuss any further questions or concerns you may have regarding this.

Muppets Private Home Daycare Agency recognizes that each child has unique skills and abilities and will work in equal partnership with families to serve and adapt to each child's needs and growth. Our goal is to provide quality care for all children and we continually endeavour to involve family as an integral part of this process.

Prior to beginning working with children, each Provider, adult resident at the premises, student, and volunteer is required to sign a *Prohibited Practices Policy*, which prohibits the following:

- a. Corporal punishment of the child;
- b. 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;
- c. Locking the exits of the home child care 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;
- d. 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 self-respect, dignity, or self-worth;
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. Inflicting any bodily harm on children including making children eat or drink against their will.

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### MUPPETS PRIVATE HOME DAYCARE AGENCY

The behaviour of every Provider is monitored continuously throughout the year by the Home Coordinator. Should a violation occur, the Home Coordinator would review the infraction with the person involved and outline acceptable methods to be used. If further incidents occur, or if intentional harm is caused to any child, it will result in immediate termination of the contract.

## **WHEN CHILDREN HAVE DIFFICULTY**

Children at Muppets Private Home Daycare Agency are given many opportunities to explore, learn and have fun. Respecting all Providers, families/guardians, other children in the program, and the environment are essential. Families/guardians will be contacted by the Provider to pick up their child in the event that he or she is unable to cope or is acting inappropriately.

Most children adjust well to a carefully planned group experience; however, there are times when the group experience may not be appropriate. The Provider makes observations on all children to ensure that developmental and social milestones are being met. If a child is not adjusting well or having difficulty meeting those milestones, these observations will be discussed with families. The Agency will assist the family in setting up a program to help the child. This program may include external referrals, which will often require the family's/guardian's consent. If children are not responding, the family/guardian will be informed and other options will be decided upon. The Provider and/or the Agency have the right to request that families leave care if issues are not resolved, as per Withdrawal Policy.

## **LEGISLATION**

Muppets Private Home Daycare Agency adheres to the guidelines set out by the [Child Care and Early Years Act](#) and conducts itself according to the expectations outlined by the Toronto Children's Services [Home Child Care Assessment for Quality Improvement](#)

Furthermore, we are abreast of all new legislation regarding childcare. We are aware and in compliance with [Occupational Health and Safety Bill 168](#). We are also in compliance with all regulations regarding the Supervision of Children as well as the obligations associated with reporting Serious Occurrences and incidents of Child Abuse.

All infants under the age of 12 months of age will be put to sleep on their backs as directed by Health Canada in the ["Joint Statement of Safe Sleep"](#). A copy of the statement will be provided to you. Safe Sleep is for all children that require a rest period during their day, they will have direct visual checks every 15 minutes for infants and 30 minutes for preschool children and older. Any changes in their sleeping patterns will be documented and the information relayed to you at pick up time. If a child experienced any distress, raised temperature, or other changes to their overall health, the signs your child is displaying will be documented and you will be notified immediately.

**APPENDIX A**

<b>AGE CATEGORY</b>	<b>OFFERING &amp; HOURS OF CARE</b>	<b>2026 FEE</b>	<b>2026 CWELCC BASE FEE</b>
<b>UNDER TWO (0-2 years)</b>	Full Time (6-12 hours)	N/A	\$22.00
	Part Time (0-6 hours)	N/A	\$16.24
	Extended (+12 hours)	N/A	\$22.00
<b>TWO to PRESCHOOL (2-4 years)</b>	Full Time (6-12 hours)	N/A	\$21.74
	Part Time (0-6 hours)	N/A	\$14.75
	Extended (+12 hours)	N/A	\$22.00
<b>SCHOOL AGE (4-5 years) (Please see note below)</b>	Full Time - School Year	N/A	\$12.69
	Full Time - Summer	N/A	\$17.63
	Part Time - Summer	N/A	\$12.00
	Extended (+12 hours)	N/A	\$22.00
	Full Time - Weekend	N/A	\$17.63
	Part Time - Weekend	N/A	\$12.69
<b>SCHOOL AGE (6-12 years)</b>	Full Time - School Year	\$34.35	N/A
	Full Time - Summer	\$47.70	N/A
	Part Time – Summer	\$32.44	N/A
	Extended (+12 hours)	\$62.54	N/A
	Full Time - Weekend	\$47.70	N/A
	Part Time - Weekend	\$34.35	N/A

- **The Agency uses a Preauthorized Payment Agreement System**
- Fees are payable to There's No Place Like Home Inc. (TNPLH)
- All fees must be paid in advance, on the first of every month
- There is a \$25.00 NSF charge on returned payments. This charge is not eligible for the CWELCC reduction
- There will be no reductions in fees for days the child is absent due to illness, vacation, or otherwise
- The Agency will be closed on all statutory public holidays. There will be no fee charged for those days. Statutory public holidays include:
  - ✓ New Years Day
  - ✓ Family Day
  - ✓ Good Friday
  - ✓ Victoria Day
  - ✓ Canada Day
  - ✓ Civic Holiday
  - ✓ Labour Day
  - ✓ Thanksgiving Day
  - ✓ Christmas Day
  - ✓ Boxing Day

In addition, the Providers' homes close at 1pm on Christmas Eve and New Year Eve

- A two-week written notice is required to withdraw the child from the program. Non-attendance during the notice period will result in a FULL FEE charge in lieu of notice. This condition also applies to families in receipt of fee subsidy
- Children are considered in the 0-2 years age category until the end of the month they are turning 2 years old. The following month is when the 2-4 years age category fees will be charged
- FDK/School Age (4-5 years) fees are eligible for the CWELCC reduction until the end of the month of the child's 6th birthday  
The following month is when the school age category fees will be charged  
\*FDK children born from January to June will be eligible until June 30<sup>th</sup> or the last day of the school year (whichever date is earlier) of that year.