

# Lamont County Regional Family Day Home Program Provider Handbook & Policies

## GENERAL INFORMATION

The Family Day Home Standards Manual can be found online at:  
[https://www.child.alberta.ca/home/documents/childcare/Final\\_Client\\_Copy-FDH\\_Standards\\_Manual.pdf](https://www.child.alberta.ca/home/documents/childcare/Final_Client_Copy-FDH_Standards_Manual.pdf)

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

Family & Community Support Services Lamont County Region  
Administration Building 5303-50<sup>th</sup> avenue  
Lamont, AB T0B 2R0  
780-975-1766, 780-895-7751 or toll-free at 1-877-895-2233

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

## **Glossary**

CFSA – Child & Family Service Authority Region 5  
CYIM - Intervention Record Check  
FCSS – Family & Community Support Services  
FCSSA – Family & Community Support Services Association  
FDH – Family Day Home  
FSLW – Family School Liaison Worker  
ICC – Inclusive Child Care

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## **Provider Recruitment & Monitoring**

### **Policy & Procedure for Provider Approval\***

1. Potential provider will contact the agency, during which the agency will conduct an informal interview.
2. Agency will provide potential provider with information regarding the program and position, as well as a Provider Application Package.
3. A first home study will be booked after application is received in full and satisfactory, including:
  - a. RCMP criminal record checks and CYIM intervention record checks from all those over the age of 18 years old who live in the potential provider's household or who may be in the provider's home regularly during the provider's regular operating hours. Any provider who has not lived in Alberta for more than six months must provide a Criminal Record Check and Intervention Record Check from the province of their residence prior.
  - b. A statement signed by the applicant disclosing any prior criminal offense of any person younger than 18 years old who resides with the provider in the proposed family day home (found in application package)
  - c. Copy of current vehicle insurance, stating the provider is covered under a minimum of \$1,000,000 per occurrence.
  - d. Copy of current house insurance, stating that the provider is covered by liability of not less than \$1,000,000 per occurrence, under a comprehensive all-risks basic homeowner's insurance policy. Expensive and fragile items should be covered under a personal property floater.
  - e. Copy of pet immunization
  - f. Copy of evacuation plan
  - g. Completed physicians' note form (found in application package)
  - h. A letter of consent from landlord if residence is rented

1. Three personal references (found in application package)
4. \*All home visits must include everyone living in the residence.
5. During the first home study, the FDH Coordinator will provide the potential provider with the Lamont County Regional Day Home Program Service Plan and the FDH Standards Manual to review. Potential provider should ask any questions before deciding to alter their home, in the event that they may not want to agree to all terms. The home study will be documented on the Home Safety Inspection Checklist. The FDH Coordinator will also leave a list of all necessary improvements or changes to be made in the home.
6. After reviewing their home study, and resolving all necessary changes, the potential provider will contact FDH Coordinator to book and receive a mandatory second and third home study. Provider's home must meet all standards as outlined in the FDH Standards Manual and the Home Study Checklist. If necessary, additional home studies may be completed until all requirements are met.
7. During the final home visit, once all requirements are met, the FDH Coordinator and the new provider will:
  - a. Sign the Agency/Provider Agreement.
  - b. Review the service plan and the FDH Standards manual to ensure providers understands all expectations and requirements.
  - c. Go over the agency's paperwork to ensure provider knows how to properly fill out forms, etc.
8. The FDH Coordinator must have received all completed documentation, as listed on the Provider Approval Checklist, including valid first aid certificate with infant CPR, in order to sign the Agency/Provider agreement before commencement of services and ultimately open the home for placement of children. Children will not be placed in the home until all procedures have been carried out and all required information is on file.
9. \*Lamont County Regional Family Day Home Program reserves the right to discontinue the provider approval process at any time at their discretion.



Contracts between the Lamont County Regional Family Day Home Program and the Provider must be signed **BEFORE** the placement of children. In signing the contract, the provider is agreeing to comply with and ensure that policies and procedures will be adhered to as stated in the Family Day Home Program Manual, Provincial standards, CFSA requirements and FCSS Lamont County Region standards and policies. This includes, but is not limited to the Agency/Provider Agreement and the Agency/Provider/Parent Agreement. This contract is renewed yearly, giving both the agency and provider opportunity to consider renewing or not.

**Termination of Contracts**

Providers who choose to terminate their contract are required to give thirty (30) days written notice. All property (equipment, toys and documents) on loan and agency documents (child files, contracts, etc.) must be returned.

**Provider Duties**

Family day home providers are responsible for: the safety, health and well-being of children in their care; and for compliance with CFSA Region 5 standards for family day home providers as listed in the FDH Standards Manual, service plan, agency forms and agency contracts.

All providers contracted by the agency, must:

1. Willingly and ably adhere to all program policies and contracts from Lamont County Regional Family Day Home Program, the FDH Standards Manual, and CFSA Region 5.
2. Adhere to all mandatory changes that may occur to policies such as in the FDH Standards or Accreditation Standards
3. Demonstrate a commitment to ongoing professional development by attending at least three professional growth activities yearly
4. Practice proper hygiene and hand washing practices themselves and with the children in care, adhering to information provided by the agency.
5. Hold a valid first aid certificate with infant CPR prior to commencement of care, and keep it up to date



6. Use professional conduct including the following:
  - a. Welcoming children and parents on arrival, and see children are safely delivered to their parent/guardian as indicated on enrolment form, at the end of each day
  - b. Recognizing that all times of the day are learning opportunities
  - c. Ensuring that there is clear communication with the parent and that all pertinent information is exchanged with them
  - d. Providing an appropriate eating and sleeping schedule for children with respect to their age
  - e. Provide the childcare program in their home adhering to, but not limited to FDH Standard 7 (see Childcare Program)
  - f. Having children participate in outdoor activities on a daily basis (weather permitting)
  - g. Teaching, encouraging and modeling social graces, i.e. table manners, common courtesy, sharing, respect, etc.
  - h. Maintaining a sense of order and discipline in the home, including transitions between activities
  - i. Providing regular updates to FDH Coordinator with respect to absent days, child development, issues/concerns, support and ideas
  - j. Promoting the program and their position in a positive way
  - k. Holding themselves in a healthy, positive manner in the community as they represent the agency at all times
7. Encourage children and families to bring items that reflect the child's home and family life.
8. Attend 6 provider meetings per year as planned by the FDH Coordinator, unless there are extenuating circumstances. I.e. Death in the family, extreme weather, etc.
9. Take proper care of any and all toys and equipment lent to the provider. These must be returned when the day home closes. There may be a fee charged to equipment returned damaged.

10. Personally supervise the children during hours stated in the enrollment commitment made by the parents, following FDH Standards Manual, FDH Standard 8.
11. Be responsible for all due care and attention, and is aware that she/he is liable for negligence, since she/he is being paid to provide child care service.
12. Provide a current criminal record check, including vulnerable sector search, and a CYIM Intervention Record Check, dated no earlier than six months prior to start of contract for everyone over the age of 18 residing in their home and a statement signed disclosing any prior criminal offense of any person younger than 18 years old who resides in the home, and must provide a new updated original of each document every 3 years. In order to enter into contract, all criminal record checks, including updated, must prove clear of the following:
  - a. Conviction of a crime involving child abuse, child neglect, moral corruption, physical violence or pending trial or charges of the before mentioned.
  - b. Indicated and founded report of child abuse
    - i. The agency is entitled to terminate the potential provider's approval process or providers' contract with the agency should the Criminal Record Check and/or Intervention Record Check prove invalid in any way.
13. Provide a physician's note stating that they are mentally and physically able to care for children in a Family Day Home setting.
14. Sign and adhere to the confidentiality agreement
15. Be active and participate in guidance and training
16. Participate in scheduled and unscheduled home visits by agency staff or CFSA staff, during day home hours
17. Obtain approval for pets and provide the program with proof of animal immunizations

**Provider Payment**

The Provider is a self-employed individual, and is eligible to make the appropriate income and tax deductions resulting from being self-employed. Providers must provide the FDH Coordinator all monthly paperwork, including child monthly hours, and provider

monthly hours by the 2<sup>nd</sup> day of each month. Should forms be given on time to the FDH Coordinator, the provider will be paid by the 10<sup>th</sup> day of each month. Should monthly paperwork be handed in late, monthly payment may be late.

### **Provider Orientation, Training and Development**

Professional development opportunities will be available to both program staff and providers on a regular basis. An agency goal is to provide training opportunities to the providers at least twice a year. This training to be relevant to the evolving needs of the children and families that are served by the agency. We hope to utilize services from relevant early childhood bodies. (ie. Alberta Resource Centre for Quality Enhancement) As CFSA and other partners provide the agency with information regarding best practice, program enhancement or training opportunities, providers will be forwarded all information during home visits or via email, letter, etc.

Training plans must be made and documented in accordance with FDH Standards, Agency Standard 5A.

Any changes in policies will be given to providers by means of a letter, a home visit, or through the agency newsletter.

### **Home Visits/Studies**

The FDH Coordinators position is designated as part time and is structured to allow the FDH Coordinator to visit up to six homes. Should the family day home program increase to seven homes, the FDH Coordinators hours will increase to accommodate this, or the agency will hire additional home visitors. At this time, this policy will be reviewed. This decision will be made by the FCCSS Director in communication with the FDH Coordinator and FCCSS board.

All home visits will be conducted a minimum of six times per year, in each provider's home during hours of care. Visits will be both announced and unannounced, and two per year will be to review the CFSA approved Home Safety Inspection Checklist in full with signatures, and to ensure safety standards and agency policies are being met. Provider will be given at least one day's verbal notice for scheduled visits. The Coordinator may, at their

discretion, visit more than the required six visits. All visits will be documented on the Home Safety Inspection Checklist. The Home Safety Inspection Checklist is CFSA-approved and any changes to the form must be resubmitted to CFSA for approval.

The frequency of home visits will be increased in the event of a significant personal change in the provider's personal circumstances. Extended hours care is also subject to home visits.

During visits, the FDH Coordinator will review each provider's compliance with the standards of care as per the Family Day Home Manual, CFSA region 5, and Lamont County Regional Family Day Home Program. The FDH Coordinator also provides any support needed such as training opportunities, consultation, information sharing, and/or problem solving.

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

CFSA will also visit the Provider's homes at least once a year during day home hours as indicated in FDH Standard Manual, Child and Family Services Authority Standard 1. The summary of inspection reports for the past 18 months will be posted to enable parents to make an informed decision about their choice of child care.

All communication with providers outside of home visits will be documented on a Record of Contact form. Periodic reports will be given to families on general information gathered at home visits. I.e. Success stories, areas agency is working on, etc.

### **Annual Provider Assessment**

Providers will be annually assessed as per FDH Standard Manual, Agency Standard 4. The FDH Coordinator will meet with the provider in the provider's home to together review, complete and sign the Approved FDH Provider Performance Assessment Form. Assessments may be used to determine the continuation of the provider's contract.

### **Provider Programming**

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

#### **Provider/Agency Staff Records**

All provider/agency staff records as listed in FDH Standard, Agency Standard 6C are stored by the Agency in a secure location on the Agency premises for the duration of time the provider/agency staff remains with the agency. Records relating to provider/agency staff must be available to the provider within reasonable notice. When a provider discontinues service records will be kept on site for two years following and will then be shredded, with the exception of all financial records which will be kept for a minimum of ten years, after which they will be shredded. Provider records are available to providers within reasonable notice and available to CFSA at all times. Providers must sign a Sharing of Information Acknowledgment Form.

#### **Provider Contact**

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

### **OPERATING POLICIES & PROCEDURES**

#### **Visual Identity for Family Day Home**

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

#### **Hours of operation**

Each FDH provider is required to choose and state in writing their hours and day home rates. The hours will be set based on parental needs and provider availability. The FDH Coordinator will use this information for the placement of children and invoicing.



The hours are also listed on the Provider Profiles. The agency hours are 8:30 – 4:00 pm Monday to Friday.

#### **Extended hours**

Any care provided outside of regular hours must be clearly documented and communicated with the agency.

“Agencies must be able to monitor extended hours care. Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent.

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

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

#### **Transportation of children**

‘Providers must have the parent’s written permission to transport their child, or permission must be written into the parent contract.’ (FDH Standard 5) This includes transportation by foot. Parents must be advised of their children’s outings, including transportation and supervision arrangements. All supervision arrangements must be discussed with the FDH Coordinator. Safety Rules are to be reviewed with all children prior to transport. Providers are to prepare children for all outings by explaining



where they are going, what will happen, whom they will see and who they need to listen to.

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

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

A copy of transportation permission, valid Alberta driver's license and vehicle insurance is to be provided to the FDH Coordinator prior to transporting children. Providers will obtain permission for all out of town field trips, aside from the transportation permission granted. When using a vehicle, the provider will maintain child restraints appropriate to the ages of the children, and these restraints will be installed according to the manufacturer's instructions. At no time are the children to be left unattended in the provider's vehicle. The Provider will inform the Family Day Home Coordinator and the parent of any field trips outside of their local town. Providers will keep transportation of children at a minimum.

#### **Liability insurance**

All providers must have liability coverage for no less than \$2,000,000 per occurrence.

Providers should obtain a comprehensive all-risks basic homeowner's insurance policy. Insurers may offer a child care liability extension on an existing homeowner's policy. Expensive and fragile items should be insured under a personal property floater.' (FDH Standard 1A) As part of the provider application process, providers must provide a copy of insurance to the FDH Coordinator prior to commencing care, and to provide updated insurance annually.

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