



Agency Administration

Home Child Care Assessment for Quality Improvement

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1. Service Plan/Capability

This section covers administration requirements for Agencies with a Purchase of Service Agreement. Agencies are responsible to ensure Providers meet Home Child Care Assessment for Quality Improvement. Where requirements are covered in the Child Care and Early years Act they are not necessarily restated.

Intent: Agencies are encouraged to respond to community needs and to provide continuity of care. Each Agency recruits contracted Providers to provide care for children of all ages and abilities, availability for extended hours, overnight and/or weekend care as well as options for back-up and emergency care.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
	<input type="checkbox"/> Service not available for all ages and abilities	Service in place to include some: <ul style="list-style-type: none"> <input type="radio"/> Extended <input type="radio"/> Overnight <input type="radio"/> Weekend <input type="radio"/> Emergency care <input type="radio"/> Back-up care 	<input type="checkbox"/> Flexible and varied service options offered and published in Agency brochures <input type="checkbox"/> Agency actively recruits Providers who can provide flexible care <input type="checkbox"/> Agency actively recruits and trains Providers that are able to care for children of all ages and abilities.	1 2 3

2. Agency Policies and Procedures

The following policies and procedures are on file at the Agency and are reviewed with and signed by Provider annually:

- a) Supervision
- b) Accidents
- c) Health Concerns/Illness/Outbreaks Infection Control
- d) Behaviour Guidance
- e) Serious Occurrence
- f) Child Abuse Reporting
- g) Access and Equity (Anti-Racism/Anti-Bias/Inclusion)

Intent: Policy to ensure that children in care are supervised at all times by an adult over the age of 18 years. Specific supervision plans may be adapted for varying needs (e.g. older children walk to school, outside play)

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
a) Supervision	<input type="checkbox"/> Incomplete policies & procedures	<input type="checkbox"/> Policy in place and followed	<input type="checkbox"/> Specific supervision plans are adapted for varying needs.	1 2 3

2. Agency Policies and Procedures (cont'd)

Intent: To ensure there are procedures in place and followed for recording and reporting accidents to Agency Staff, Providers and Parents.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
b) Accidents	<input type="checkbox"/> No procedure or no documentation on file	<input type="checkbox"/> Procedures available and documentation kept on file	<input type="checkbox"/> Annual review of accidents, procedures reviewed.	<p>1</p> <p>2</p> <p>3</p>

2. Agency Policies and Procedures (cont'd)

Intent: To ensure there are procedures for recording/reporting health concerns/illness and outbreaks to Agency Staff, Providers and Parents. Procedures for Universal Infection control are followed to ensure both Providers and children are protected from infections. Each child over the age of three months is immunized before admission and from time to time thereafter as recommended by the local medical officer of health, or exempted based on medical reasons or parents' objection.

Voluntary immunizations: Hepatitis-B, Chicken Pox

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
<p>c) Health/illness, Infection Control and Immunization</p>	<ul style="list-style-type: none"> <input type="checkbox"/> No health/illness procedure or no documentation on file <input type="radio"/> Children are not immunized prior to admission <input type="radio"/> No written documentation when child is exempt from immunization requirement 	<ul style="list-style-type: none"> <input type="checkbox"/> Agency's Universal Infection Control procedures in place and reviewed with provider <input type="checkbox"/> Children's immunization records are up to date <input type="radio"/> If a child is exempt from immunization, written protocol is in place when there is a confirmed case of a communicable disease 	<ul style="list-style-type: none"> <input type="checkbox"/> Procedures reviewed and revised as needed <input type="checkbox"/> Annual workshops include Universal Infection Control information <input type="checkbox"/> Information is made available to both Providers and parents, e.g. Public Health Advisories, outbreaks. 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

2. Agency Policies and Procedures (cont'd)

Intent: Agency has policies and procedures for Behaviour Guidance which includes prohibited practices. Providers are given guidelines for suitable behaviour guidance strategies that recognize age, ability and preventative programming, including guidelines on the de-escalation of volatile situations.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
d) Behaviour Guidance Policy	<ul style="list-style-type: none"> <input type="checkbox"/> No policy & procedure in place <input type="checkbox"/> Policies & procedures are not reviewed annually, and signed by Provider and kept on file <input type="checkbox"/> Policies & procedures are not kept on file <input type="checkbox"/> Policies & procedures are not reviewed by other adults in the home over the age of 18 years, and kept on file 	Behaviour Guidance Policy and Procedure in place that includes: <ul style="list-style-type: none"> <input type="checkbox"/> Prohibited practices <input type="checkbox"/> Providers are given guidelines for suitable behaviour guidance strategies <input type="checkbox"/> Strategies recognize age, ability and preventative measures, including guidelines on the de-escalation of volatile situations <input type="checkbox"/> Policies and procedures shared with parents <input type="checkbox"/> Supports from outside agencies/professionals sought when required 	<ul style="list-style-type: none"> <input type="checkbox"/> Behaviour guidance workshops made available to provider. 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

2. Agency Policies and Procedures (cont'd)

Intent: Serious Occurrence policy and procedures in place and followed.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
e) Serious Occurrence Policy	<input type="checkbox"/> No policy & procedure in place <input type="checkbox"/> Procedures are not followed	Serious Occurrence Policy includes: <ul style="list-style-type: none"> <input type="checkbox"/> Definition <input type="checkbox"/> Reporting requirements and process <input type="checkbox"/> Contact information for reporting Serious Occurrences <input type="checkbox"/> Expectations of Home Visitor and Provider <input type="checkbox"/> Follow-up procedure <input type="checkbox"/> Policy is reviewed with Home Visitor and Provider 	<input type="checkbox"/> Serious Occurrence policy is signed annually by Home Visitor and Provider.	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

2. Agency Policies and Procedures (cont'd)

Intent: There is a policy in place to ensure all Agency Staff and Providers understand their role and duty to report all suspected cases of child abuse.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
f) Reporting Suspected cases of Child Abuse Policy	<input type="checkbox"/> No policy & procedure in place <input type="checkbox"/> Procedures are not followed	Policy for reporting all suspected cases of child abuse includes: <ul style="list-style-type: none"> <input type="checkbox"/> Legal obligations <input type="checkbox"/> Contact information for reporting <input type="checkbox"/> Procedure to address allegations of abuse or mistreatment by Home Visitor or Provider <input type="checkbox"/> Expectations of Home Visitor and Provider <input type="checkbox"/> Agency process during investigation <input type="checkbox"/> Policy is reviewed with Home Visitor, Provider and parents 	<input type="checkbox"/> Child Abuse training is provided to Home Visitors <input type="checkbox"/> Child Abuse training is provided to Providers <input type="checkbox"/> Child Abuse Policy is signed annually by Home Visitor and Providers.	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

2. Agency Policies and Procedures (cont'd)

Intent: Policies and practices are in place, which seek to eliminate all forms of discrimination and are made available to Providers and parents.

Access and equity includes anti-racism, anti-bias and an inclusion policy

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
g) Access and Equity Policy	<input type="checkbox"/> No Access and Equity Policy <input type="checkbox"/> No procedure in place for responding to incidents of racism and bias	Established Access and Equity Policy or individual anti-racism/anti-bias and inclusion policies describe: <ul style="list-style-type: none"> <input type="checkbox"/> Equitable access to services and programs <input type="checkbox"/> Policies, procedures and practices are free of racism and bias <input type="checkbox"/> Agency communications are sensitive, inclusive and non-discriminatory <input type="checkbox"/> Procedure for responding to incidents of racism and bias involving children and adults 	<input type="checkbox"/> Policy is reviewed and signed-off by Home Visitors and Providers annually.	1
				2
				3

3. Admission and Withdrawal

- a) Agency Administration
- b) Withdrawal Policy and Procedure

There is an expectation that families will be able to access their choice of child care placement. Children come to the program with a range of skills, needs and abilities. Toronto Children's Services promotes an inclusive child care model by supporting a range of service options for families. The following supports are available to the Agency and families:

- Special Needs Resource Consultant
- Intensive Resource Support
- Enhanced Provider Rates

Intent: Agency's Admission Procedure actively seeks to ensure the inclusion of all children.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
a) Admission Procedure	<input type="checkbox"/> Incomplete policy/procedures or no documentation available to new parents	Clear admission process includes: <ul style="list-style-type: none"> <input type="checkbox"/> Orientation that includes an interview with parents Application includes documentation of: <ul style="list-style-type: none"> <input type="checkbox"/> Child's individual needs abilities, and interests <input type="checkbox"/> Cultural observances <input type="checkbox"/> Medical requirements <input type="checkbox"/> Food restrictions and allergies 	<input type="checkbox"/> Welcome package for parents is available in other languages.	1 2 3

		<p>Welcome package for parents that includes:</p> <ul style="list-style-type: none"><input type="checkbox"/> Philosophy Statement<input type="checkbox"/> Statement of Inclusion<input type="checkbox"/> Behaviour Management Policy<input type="checkbox"/> Child Abuse Reporting Requirements<input type="checkbox"/> Withdrawal Policy<input type="checkbox"/> Health Policy<input type="checkbox"/> Parent Involvement		
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3. Admission and Withdrawal (Cont'd)

Intent: The Agency follows a standard Withdrawal Policy when the agency is unable to provide/continue care and/or the parent withdraws the child.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
b) Withdrawal Policy and Procedure	<input type="checkbox"/> No policy & procedures in place	<input type="checkbox"/> Withdrawal procedure is followed for all families <input type="checkbox"/> Withdrawal policy is shared with parents at admission <input type="checkbox"/> Written notice of withdrawal required from Provider or parents If children are asked to leave and/or denied admission due to the agency's inability to accommodate the child's needs and/or family circumstances, the procedure will include: <input type="checkbox"/> Documentation of meetings with parents <input type="checkbox"/> Evidence of accessing support services <input type="checkbox"/> Notification to Children's Services Consultant <input type="checkbox"/> Notification of Agency <input type="checkbox"/> Referral to other services	<input type="checkbox"/> Parents complete an exit survey.	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

4. General Administrative Policies

Intent: The agency has Administrative policies outlining required documentation.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
	<input type="checkbox"/> Incomplete policy/procedures or no documentation on file	The following policy & procedures are on file with the Agency: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel Policies <input type="checkbox"/> Confidentiality <input type="checkbox"/> Initial home visit assessment <input type="checkbox"/> Monthly documented home visits The following documents are on file with the Agency: <ul style="list-style-type: none"> <input type="checkbox"/> Agency program statement <input type="checkbox"/> Staff development plan <input type="checkbox"/> Process for the selection and approval of provider homes <input type="checkbox"/> Provider training plan <input type="checkbox"/> Agency/provider contract 	<input type="checkbox"/> Policies are reviewed annually and updated as necessary <input type="checkbox"/> Written parental consent to share confidential information is kept on file.	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

5. General Administrative Records

Policies and procedures are on file at the Agency to support administrative requirements.

The Agency ensures the following records are on file:

- a) Attendance Records
- b) Provider Files and Records

Intent: Accurate attendance records are maintained.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
a) Attendance Records	<input type="checkbox"/> No evidence of stored/archived attendance records	<input type="checkbox"/> Attendance records are completed and archived at the Agency	<input type="checkbox"/> Evidence of agency annual audit of Provider attendance records.	1 2 3

5. General Administrative Records (Cont'd)

Intent: Agency ensures Provider files include the required information.

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
b) Provider Files and Records:	<input type="checkbox"/> Not all required records on file	Documentation of Home Visitor's Provider files include: <ul style="list-style-type: none"> <input type="checkbox"/> Initial Provider home assessment <input type="checkbox"/> Provider Application <input type="checkbox"/> Police Reference Check <input type="checkbox"/> A minimum of two Provider references not from relatives. <input type="checkbox"/> At least one reference from someone familiar with Provider work with children <input type="checkbox"/> Documentation of Provider's medical/immunizations <input type="checkbox"/> Contract between the Agency and Provider confirming independent contractor status <input type="checkbox"/> Documentation of discussions between Home Visitor and Provider on policy and program issues <input type="checkbox"/> Documentation of Provider training 	<input type="checkbox"/> Evidence of annual review of Provider records completed by Agency.	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">3</p>

		<ul style="list-style-type: none"><input type="checkbox"/> Documentation of Home Visitor's visits<input type="checkbox"/> Documentation of quarterly safety checks of Provider's home<input type="checkbox"/> Evacuation plan for Provider's home including basement <input type="checkbox"/> Balcony use agreement<input type="checkbox"/> Provider Auto Liability Insurance<input type="checkbox"/> Parental consents for children to be transported in Provider vehicle<input type="checkbox"/> Pet inoculation		
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6. Provider Training Requirements

Intent: Pre-service training provides a general introduction to the Agency's philosophy, home childcare principles and practices. Agency may establish its own training format. Documentation should indicate Provider's prior training. A Provider with equivalent training may be exempt from corresponding Provider training. Minimum of 10 hours training required to be completed prior to service delivery. A further 20 hours completed in first year of contract. Training is offered throughout the year to support ongoing professional learning opportunities.

Child Care and Early Years Act Requirements: Number and ages of children in care, behaviour management requirements, supervision requirements and child abuse reporting

Toronto Children's Services Requirements: Children's program, provider/child Interactions, health and safety, nutrition/menu planning, Access & Equity Policy

Ongoing Training: relevant articles, outside consultation, conferences, workshops

External Training: professional learning is offered by individuals other than employed by the agency

Section: 1 Agency Administration	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Score
	1	2	3	
	<ul style="list-style-type: none"> <input type="checkbox"/> Pre-service training incomplete <input type="checkbox"/> Training not documented in individual Provider files 	<p>Pre-service training meets the minimum of 10 hours and covers the following items:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Child Care and Early Years Act Requirements <input type="checkbox"/> Toronto Children's Services Requirements <input type="checkbox"/> 20 additional hours completed in first year of contract as approved by agency <input type="checkbox"/> Providers receive ongoing training 	<ul style="list-style-type: none"> <input type="checkbox"/> Pre-service training exceeds 10 hours <input type="checkbox"/> An orientation binder is provided to the Provider with relevant information <input type="checkbox"/> Providers exceed 20 hours of additional training within the first year <input type="checkbox"/> Agency supports flexible training options <input type="checkbox"/> External training options are offered. 	<p>1</p> <p>2</p> <p>3</p>