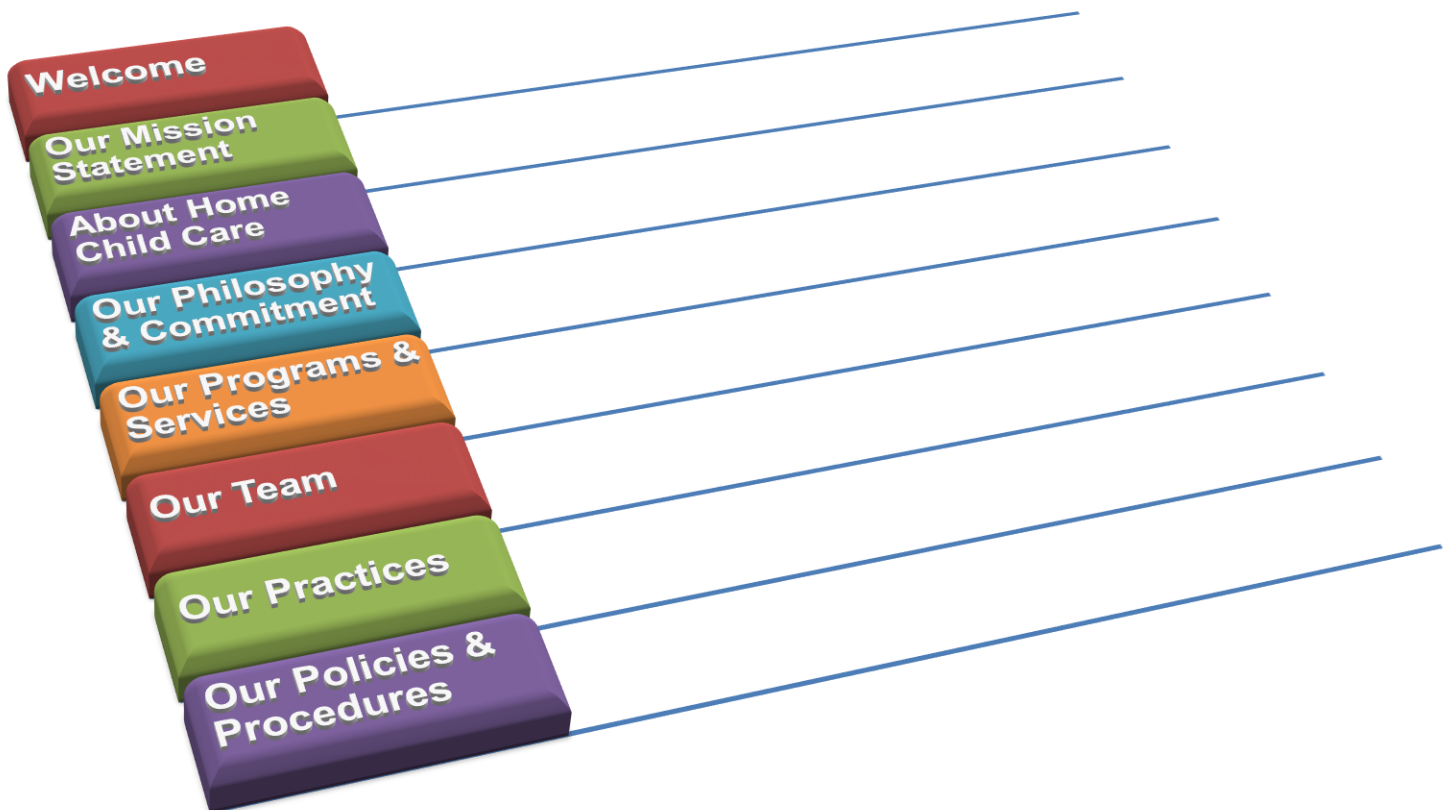




Toronto Early Learning &  
Child Care Services

# Provider Information Handbook

Toronto Home Child Care (THCC)



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## Welcome to Toronto Home Child Care (THCC)

We are proud members of the City of Toronto's Children Services Division, Toronto Early Learning & Child Care Services (TELCCS).

### Children's Services Mission Statement

Toronto Children's Services promotes access to high quality early learning, child care and supports families through a well-planned and managed system.

### Licensed Home Child Care

For many families, licensed home child care is the best choice of care for their children. Toronto Home Child Care is licensed by the Ministry of Education under the Child Care and Early Years Act, 2014. Toronto Home Child Care enters into contracts with independent operators (Providers) to offer child care services in their homes to children from birth to 12 years of age.

At THCC, we have flexible hours of care available outside of those offered by child care centres, including evenings, overnights and weekends. In addition, THCC provides an opportunity for siblings to be placed in the same home. The Providers we contract with are located in neighborhoods in Scarborough, North York, and Etobicoke.

The program and care that each Provider offers varies. When a child is in care for a full day you are required to provide a midday meal and two snacks. You are responsible to ensure that the children receive enhanced programming, local field trips as well as participation in playgroups and escort to local school or bus stop (if applicable).

THCC does not provide placement opportunities for students or volunteers in Provider homes.

Providers new to THCC undergo a rigorous orientation process prior to being able to care for children.

Under contract with THCC, you must:

- be in compliance with the regulations, standards and policies of the City of Toronto,
- be in compliance with the Provincial Child Care and Early Years Act, and
- be in compliance with the City's Quality Assurance Standards

Included in the legislated requirements is the need for you and every adult in your household to complete a Vulnerable Sector Check (VSC) every five years, as well as providing an Offence Declaration every year that a VSC is not required.

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Also required is the need for you as a Provider to have valid, current Certification in Standard First Aid, including Infant and Child CPRC.

Additionally, the legislation sets requirements for the maximum capacity in each home regarding the number and ages of children in care.

## **The Role of the Agency in Licensed Home Child Care**

The License to provide home child care is issued to the agency. As an agency, THCC is responsible for ensuring the legislative requirements are met by the Providers that are in a contractual agreement with us. All Providers working with the THCC agency will display a Ministry of Education decal in their home while the children are present.

THCC has home child care supervisors and several Home Visitors. The Home Visitors have the responsibility for the recruitment and support of Providers as well as the placement of children into care.

Your Home Visitor will visit you on a monthly basis, ensuring requirements are met and offering support to you to enhance the program planning for the children's daily activities. Most visits are unscheduled and you may also have visits from a THCC Supervisor, a Program Manager, the Director, a Children's Services Consultant, and the Provincial Program Advisor or Quality Assurance Analyst.

As a licensed home child care agency, THCC will:

- ensure information sessions are available for you relating to child development, the planning of age appropriate activities, nutrition, and other topics concerning child care, to support you in operating your business.
- ensure the legislated requirements are met.
- provide staff to support you and the families of children in your care.
- monitor your home to ensure areas accessed by children are maintained in a safe and clean manner, and the number of children in care is within the contract agreement with the agency.
- collect information and ensure compliance relating to privately placed children in your care.

## **Role of the Home Visitor**

The Home Visitor is employed by the Toronto Home Child Care Agency and is responsible for screening and recruiting of home child care Providers. The Home Visitor visits each child care home regularly to verify the Child Care and Early Years Act requirements, and that the City's Quality Assurance Standards and THCC expectations are met. This ensures that the care you are providing is safe, nurturing and stimulating.

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Your Home Visitor provides ongoing support to you, as the Provider, and to the parent to maintain a successful child care placement. In addition, your Home Visitor is available to answer any questions or concerns you may have about the care you are delivering. We encourage you to call your Home Visitor at any time.

The Home Visitor will contact parents regularly to ensure that the child care placement is meeting families' needs.

## Our Philosophy

- We see children as active participants in their environments, who are by nature, problem solvers.
- We view children as competent, active, curious and capable learners rich in potential.
- We support play based learning in which children have the opportunity to explore and interact with the indoor and outdoor environments.
- Programming is based on the knowledge that children's growth follows a development sequence that is universal, but that within that sequence, each child proceeds at different rates and in unique ways.

## Toronto Early Learning & Child Care Services' Program Statement

Toronto Early Learning and Child Care Services follow a Play Based Learning Program Model that reflects the Early Learning Framework (ELF) and [How Does Learning Happen?](#) Ontario's Pedagogy for the Early Years. Please see the Minister of Education's Policy Statement on Programming and Pedagogy made under the [Child Care and Early Years Act, 2014](#).

All children are competent, capable, curious learners who are rich in potential. One of the features of home child care is the ability to group children of different ages in one setting. Parents may have chosen this kind of care to keep their children together. The daily program in your home must be flexible and able to respond to the individual needs of the whole age group.

Children must be given opportunities and activities to explore and interact with their environment; and their skills & development will progress at their own individual pace. Through these experiences, you will need to strive to promote the health, safety, nutrition and well-being of all children in your program. As each child is a unique learner, program plans may need to be adapted or individualized as required.

It is necessary that the daily routine allow time for special activities, indoor and outdoor play, active and quiet times and planned activities for each child's needs and interests. Younger children may have individual schedules as required. It is expected that you will provide a variety of toys in your home, including dress-up clothes, puppets, building toys, as well as, books and puzzles.

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Depending on the ages of children in your care, toys and creative activities should vary. Providers post a weekly program plan to inform parents of the activities and learning experiences that their child is participating in.

## **Promoting Positive Interactions**

Your role as a Provider is to be positive and supportive to all children. Parents will also be expected to model appropriate positive interactions for the children while they are in your home or engaged in any program activities. Children need help to learn social skills and the Provider is expected to continually role model appropriate social interactions. Providers must respond to children in a timely manner to assist them when they are requiring support. Providers should plan their programs to foster a balance between child initiated activities and adult supported experiences that will encourage children to play, explore possibilities and inquire within their learning environment.

## **Parent/Family Engagement**

A supportive relationship between the parents, Provider and THCC will help ensure the best quality care for each child.

Communication among the parents, Provider and THCC is an important part of parental involvement. Communication strategies include:

- daily interactions with families as they drop off their child into your care and/or pick them up,
- written and verbal feedback through parent questionnaires or phone calls,
- information about the child's development and progress shared in writing and/or verbally, through informal talks or individual discussions with parents,
- socials, meetings and information sessions that reflect the interests of parents and provide an opportunity for parents to visit with other parents, as well as the Providers and Home Visitors,
- family involvement in program development through the sharing of family interests, talents, customs etc.,
- parents joining the Provider and children at community events, and
- family engagement in the children's learning progress.

## **Individual Child Photos for Families**

To ensure the privacy and confidentiality of all clients, parents who wish to take photos, must only take photos of their own children. Taking photos of other children in the program is not permitted. You may occasionally give parents hard copies of photos of their child taken within

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the program to share child involvement and developmental/learning milestones. Photos of the children may also be posted in your home.

## Health and Safety

Eight times per year Home Visitors conduct Health & Safety visits to the Provider homes to focus on child health & safety on a number of areas.

The following areas are checked to confirm compliance:

- Outdoor play spaces
- Equipment and furnishings are in safe, clean and good repair meeting CSA standards.
- Safety hazards are identified and corrected.
- Sanitation and cleanliness of the home and a check of documentation to confirm all required expectations are met.
- Under the Provincial Legislation, smoking is not permitted in all child care homes.

## Supervision

Each child in your care must be supervised by you at all times with the exception of some older children (10+) who may escort themselves to school. For these children, an agreement is worked out and put in writing between the parent, the Provider and the Home Visitor.

## Accidents

Every effort must be made to ensure that all children are protected and safe. However, accidents may occur. Parents must be informed of any accident involving their child on the day it happens. You must complete an accident report for the parent to sign. By signing the report, the parent is confirming that you have told them about the accident. You must give the parent a copy of the report within two days and a copy will also be filed with the THCC agency.

If an injury or illness is life threatening, it is a Serious Occurrence. The Ministry of Education requires all serious occurrences be reported within 24 hours for all children including private children. Providers are required to report any serious occurrence to the agency immediately. Serious Occurrences must be posted in your home for 10 business days to give parents information about the incident and the follow up actions.



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## Emergency Management

### **In the event of an individual home emergency (i.e. evacuation)**

Information will be shared with parents via postings on the door of the home and parents/guardians or a child emergency contact will be notified of the emergency via telephone numbers provided.

### **In the event of a city or area wide emergency affecting a number of homes (i.e. snow storm, evacuation, power outage)**

Information will be shared with parents via Media TV & Radio and when possible parents/guardians or a child emergency contact will be notified of the emergency via telephone numbers provided.

## Every Child Belongs

In TELCCS, every child belongs and is welcomed. We are committed to providing fully inclusive environments that support the health and well-being of every child in our care.

Inclusive child care means that quality services are provided for children regardless of their race, ability, language, culture, ethnicity or family structure. Inclusive child care also encompasses children's individual interests, needs and strengths. For a child who has additional support needs, Resource Educator Consultation Services can be accessed through the Home Visitor.

## Individual Support Plan

In the event that a child has an extra support need that does not require the support of a Resource Educator, an individualized support plan will be developed with the parent, the Home Visitor and yourself to address the child's individual needs.

## Supporting Children with Self-Regulation

To ensure a child's safety and well-being, and to foster social and emotional development, it is necessary at times, to set limits or standards of acceptable behaviour. In selecting Providers, we carefully consider their approach to supporting children with self-regulation skills. This is discussed during Provider information sessions, Provider orientation to THCC as well as one-on-one discussion with the Home Visitor during visits and, from time-to-time, specific information is provided on child guidance. Our approach to child guidance is one of positive interactions appropriate to each child's developmental level and actions that promote learning outcomes and support children with self-regulation skills.

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Providers are guided by the TELCCS Compliance and Contravention Policy and Procedures. These guidelines are reviewed and signed off annually.

## Prohibited Practices

There will be no corporal punishment of children permitted in licensed child care homes or the following forms of discipline will not be used:

- Striking a child directly or with an object.
- Shaking, shoving or spanking.
- Physical restraints as a form of punishment.
- Denial of comforts such as food, bedding, shelter, clothing.
- Harsh or humiliating responses of any kind including verbal.
- Confining a child in a lockable room.

THCC policies require that when a child is picked up, the Provider informs the parent of any behavioral issues and re-direction strategies used.

If, at any time, a Provider were to implement any of these prohibited practices, the appropriate children's protection agency would be notified and actions would be taken, including notification to the [College of Early Childhood Educators](#) as required. Incidents of this nature would be reported as a [Serious Occurrence to the Ministry of Education](#).

## Duty to Report

Every person in Ontario is required under the Child And Family Services Act to report her/his belief that a child may be in need of protection: "A person who believes, on reasonable grounds that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based to a society." The legislation specifically requires that individuals who perform professional or official duties with respect to children to report suspicions of child abuse. If a Provider or Home Visitor has reasonable grounds that a child may have been abused, the information about his/her grounds must be reported to a Child Welfare Agency (Children's Aid Society).

If a parent/guardian expresses concerns that a child is being abused or neglected while in care, the parent will be advised by the TELCCS employee to contact the [local Children's Aid Society](#) (CAS) directly. Any concern or complaint made by a parent or visitor that **suggests an allegation of abuse will be reported to a local Children's Aid Society** by the TELCCS employee who received the complaint.

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## Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, Providers and staff, 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).

## Waitlist/Admission Procedure

The Agency has a waitlist/registration policy that is followed for the admission of children. Once a child's admission and start date have been confirmed with the Home Visitor and parent, the Home Visitor will arrange to meet with the parent at your home, to fill in the child admission package prior to the child's first day. During this meeting, the package will be reviewed so the Home Visitor can gather information such as parent contact information, Doctor's contact information, health related information, etc.

This meeting is an opportunity for the parent to share information about their child and ask questions, as well as, for you to ask questions of the parent. We encourage parents to share as much information as they feel comfortable, to help you to give the best service possible.

## Gradual Admission

It is recommended that a child become acquainted with the child care Provider gradually to support a smooth and positive transition for the child. During the course of the child's first week in care, each day the child stays a little longer. This process helps to make the transition into your home child care program a more positive experience for both parent and child. THCC encourages you to work with the parent to develop a transition plan for the new child.

## Arrival and Departure

When a child is placed in your care, you are taking responsibility for that child. It is vital that the parent ensures that their child has been safely received by you each day. The parent must designate someone to pick their child up in the event of an emergency. The parent will be asked to provide the contact information for this person and ensure that it is kept up to date.

You must only release the child to the parent, or someone whom the parent designates. The parent should advise you in the morning if their child will be picked up by someone other than parent. If the parent's plans change during the day, they should ensure that they have let you know.

Please ensure that you ask the designated pick-up person for photo ID (such as a driver's license) until you are familiar with them as a pick-up person. If the parent is going to be later

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than the agreed upon pick-up time, we ask that they notify you so that arrangements can be made.

If the parent has not contacted you and it is an hour after the agreed upon pick-up time, you will need to contact the emergency contact person and ask them to pick up the child. If the emergency contact person cannot be reached or is not able to pick up the child, a Child Welfare Agency may need to be called.

If a parent's hours of care need to be changed, please contact your Home Visitor as an amendment will need to be made to the contracted hours of care.

## **Meals and Nutrition**

When a child is in care for a full day, he or she must be offered a midday meal that includes servings from all four food groups of the Canada Food Guide, as well as, two snacks that include servings from two of the four food groups. You must inform parents of the weekly menu offered to their child, including any changes/ substitutions. If a parent's work hours are long, and they need care for their child through both lunch and dinner, they may need to supply one of the meals. All food items that parents bring to your home must be labeled with the child's name, including drinks.

Parents will discuss any special dietary requirements with you and the Home Visitor. Parents should also keep you up to date on any changes in their child's dietary requirements or limitations. This information will be kept on file. If a child requires a packed lunch for school, the parent is required to bring this with their child to your home daily.

## **Feeding - Infants Under One Year of Age**

It is the responsibility of parents to supply written instructions to the Provider and to update the instructions as necessary. In addition, parents must supply the daily food for their infant, including prepared formula, sterilized bottles and baby food in quantities sufficient to meet the feeding instructions. These items need to be individually labelled with their child's name.

## **Rest**

For infants up to 18 months of age, each child must have available to them a designated crib or playpen for rest time. For children 18 months to 5 years of age, each child must have available to them a designated cot and bedding for rest time. Rest time is a maximum of 2 hours daily in this age group. For children who do not sleep, the children should have a quiet time with books, puzzles and other relaxing quiet activities. All children must be monitored during sleep time and the Provider must record the monitoring in 30 minute intervals during the day time.

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## Sleep for Infants

Infants under the age of 12 months must be placed to sleep on their backs. Parents of infants under 12 months must provide a note from the Doctor if they would like their child to be placed on their stomach or side to sleep. Infants should be placed on a safe, firm sleep surface with a fitted sheet. Infants should not be placed to sleep on pillows, quilts or other soft surfaces.

## Diapering Supplies

Parents are responsible for supplying diapers, wipes, creams and all diapering supplies for their child.

## Clothing

It is preferred if children come to care in comfortable clothing that allows them to move freely. This includes appropriate clothing for the weather – coat, hat, mitts and boots for winter, shorts, sun hat and running shoes or good sandals for summer. Children do have toileting accidents or wet spills that may require a change of clothing. We request that each child in care have a complete change of clothing at the Provider's home. For infants and younger children, we suggest a couple of changes of clothing be available. As with all children's belongings, we ask that each piece of any child's clothing is clearly labeled with their name.

## Infant/Toddler Care

A child's personal bottles/food containers must be clearly labeled with the child's name. Parents are responsible for supplying diapers, wipes, creams and changes of clothing for their child. A great deal of large equipment is needed to care for an infant/toddler (for example: playpen, high chair, stroller, etc.). You are responsible for supplying equipment required for any infant/toddler placement in your home. The agency requires that this equipment is well maintained and CSA approved.

## Outdoor Play and Field Trips

Each day, you are expected to plan for outdoor activities for the children for 2 or more hours per day (weather permitting) to ensure they get fresh air and exercise. It is important to ensure children have the appropriate clothing with them to be able to enjoy this time outdoors.

Providers are encouraged to take children to local playgroups and/or younger children participate in the walk to school for older children. The time spent walking to such activities is included in the outdoor time.

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From time-to-time, you may plan to take the children on field trips. Parents must be informed in advance and must sign consent forms giving permission for their child to participate.

Local outings to parks and playgrounds are indicated in the contract that the parent signs upon admission where they give consent for their child to participate.

## **Inclement Weather**

It is important that children be dressed for the various types of weather to ensure that they can actively participate in outdoor play. Parents need to ensure that adequate and suitable clothing and footwear is provided year round for their child. Children's outdoor time may be extended or shortened to ensure that children are active, engaged and comfortable. Providers need to monitor the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. We strive to provide outdoor environments that provide children with various levels of activity to suit the time of year and weather. Extra drinking water, water activities and additional quiet experiences in the shade should be offered during the summer and more physical activities during the colder months. THCC encourages sun safety practices and asks parents to provide child safe sunscreen and protective clothing such as a wide brimmed hat for outdoor times. The Provider is to assist children to apply sunscreen as required.

## **Screen Time**

Sometimes children may watch TV, movies or have time on the computer/iPad. THCC strongly recommends that "screen time" be limited to a maximum of 30 minutes per day and all programs be "G"/Family rated.

We recommend that parents discuss with Providers from time to time to confirm the suitability of the "screen time". If the internet is available to the children, this must be discussed with parents in advance to obtain their permission regarding their child's access. THCC requires that all games played by the children be suitable for children 12 years and under, and that the internet does not disable the phone line.

## **Transportation**

Some Providers may use their own vehicle during the child care day. If so, THCC requires that they meet the appropriate insurance expectations. Parents must also sign permission forms allowing their children to be in the vehicle with the Provider. Providers are not allowed to drive children without the signed Parent Consent form, and safety seating must be in place for the age and weight of each child (meeting CSA standards). If a child travels to school by bus, the parent must give the Provider and the Agency the required busing information.

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## Child Health

### Illness

Children, who are ill or pose a risk of spreading illness to other children or the Provider, should remain at home. High fever, diarrhea, vomiting and persistent cough, as well as contagious diseases are conditions that may cause concern to yourself and other parents with children in your care. If a child becomes ill while in your care, you must assess if:

- the child is well enough to remain in care until the regular pick up time,
- the child's symptoms require that the parent needs to come and get their child as soon as possible,
- immediate emergency medical attention is required.

If a child is ill, he/she will be separated from the other children in care until they are picked up from your home.

### Medication

Only medication that is prescribed and/or with a Doctor's note can be administered by the Provider. If a child requires medication during the time he/she is in care, this will be given, providing the parent completes the form that provides clear directions regarding the time of administration, dosage etc. The medication must be prescribed for the child and in the original container with the child's name.

Medication such as children's fever medication can be given by the Provider as long as it is accompanied by a prescription note indicating the symptoms that are to be present when the medication is administered, the dosage and frequency. Parents must provide the medication in the original container and give it to the Provider for safe storage/lock up upon arrival.

### Individual Medical Plan

The Provider, the Home Visitor and the parent will prepare an individual medical plan for any child who has an identified medical condition. This may be developed in consultation with any regulated health professional who is involved in the child's health care as identified by the parent. The plan will include the steps to reduce the risk of the condition worsening, medical devices used with instructions on how to use them, a description of the procedures to be followed, supports that are available and additional procedures to be followed during an evacuation or off site field trip.

## Fire Evacuation / Emergency Preparedness

Each Provider home must have a written fire evacuation plan posted. In each home, the Provider must complete a fire drill with the children on a monthly basis and must demonstrate the ability to evacuate the home safely.

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Emergency phone numbers must be posted in each Provider home for quick reference. Each Provider must have an alternate evacuation site that has been identified to the agency for use in an emergency. Each Provider home is required to have an evacuation bag that is kept in an accessible place and ready to go as required that contains the family contact information. This evacuation bag needs to be checked regularly by the Provider to ensure that the required items are in the bag, and any food or beverage are not expired.

## Immunization

Providers, residents of the Provider home, and all children in care are required to meet Toronto Public Health requirements in regards to having current immunization information on file. One of the following must be provided:

- an up to date record of immunization,
- a Ministry of Education Immunization exemption form completed by a qualified medical practitioner which clearly states the medical reasons why they cannot be immunized, or
- a Ministry of Education Immunization exemption form that the immunization conflicts with the person's conscience or religious beliefs (this must be completed by a Notary or a Commissioner for Taking Affidavits).

For further information, please speak to your Home Visitor. If an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend child care unless the child receives the required vaccine or until the outbreak is over.

## Anaphylactic Allergies

When a child is scheduled to be admitted to your home and has an anaphylactic condition, prior to the child's admission, the parent must supply a medical note stating the specifics of an allergy and provide an auto-injector (EpiPen). In conjunction with the parent, the Home Visitor and the Provider will develop an individual plan and emergency procedure. This will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms of an anaphylactic allergy and action to be taken by the Provider in the event that a child has an anaphylactic reaction. If a parent does not supply an EpiPen, or fails to replace an expired EpiPen, the child should not be accepted into care. If a parent believes the child no longer needs an EpiPen, a medical note confirming the information is required.

When children bring meals and snacks from home, the food restrictions in the Provider home must be strictly adhered to. Providers must ensure all foods brought into the home do not contain ingredients that could trigger an allergic or anaphylactic reaction.



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## Attendance in the Child Care Home

Children are expected to attend daily (or as per your contracted hours of care), and if a child is not attending, we ask that the parent notify their Provider as early as possible in the day for unplanned absences, and in advance if it is a planned absence, such as vacation. For families receiving fee assistance (subsidy), they will be given guidelines for the amount of absent days allowed.

## Contracted Hours of Care

Parent, Provider and Home Visitor discuss hours of care at the placement visit to decide on a scheduled pick up and drop off time that will best meet the family's needs.

## Statutory Holidays

Sometimes parents require care on Statutory Holidays. Providers can choose to offer the care if the family has pre-approval from Children's Services to receive care on that day.

THCC has designated the following days as Statutory Holidays for Providers:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

Please note, THCC offices are closed on the above dates, as well as being closed on Easter Monday and Remembrance Day.

## Back-up Child Care

If a Provider is ill, THCC will do our best to offer back-up care. In case of a planned absence, the Home Visitor will help arrange back-up care. It is an expectation of our agency that Providers will support our program by offering back up care whenever possible. If you are planning to be unavailable, THCC will need as much notice as possible so that back up arrangements can be made with as little disruption to the families as possible.

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## Child Vacations

Parents are encouraged to discuss planned vacation time in advance, as much as possible, with you and your Home Visitor. If the families in your care are on vacation and you decide that you will not be available to offer child care services, you will not be paid for the children who are on vacation.

## Child Care Fees

Parents do not pay their fees to the Provider. Parent fees are payable to the Children's Services Central Billing Office. If a parent has a question regarding their fee payment, please direct them to your Home Visitor.

Children who are in receipt of fee assistance qualify for a total of 35 absent days in a calendar year (or 18 days for children enrolled in or after July). Absences exceeding these days, or exceeding 20 consecutive days will result in the family being responsible for the full fee for any additional absent days. Once the parent has paid for any additional absent days, the Provider will then be paid.

## Withdrawals

THCC requires a two-week notice if a family is planning to remove their child from our agency permanently or transfer to another service provider. If a Provider does not receive a two-week notice of withdrawal, the agency will apply for five (5) days no notice payment on behalf of the Provider.

Providers are required to give a two-week notice of withdrawal if they will no longer be able to provide care for a child. Sometimes, child care arrangements break down. It is important for Providers and parents to discuss any concerns as they occur so that you can meet your families' needs, and the Home Visitor can support you in doing so.

In the event of a break down in the child care arrangement where it is not in the best interest of the family or the Provider to continue care, the agency may decide to waive the notice period. The Home Visitor will attempt to arrange alternate child care arrangements for the family so that child care will not be disrupted.

## Anti-Racism Policy

Toronto Children's Services has a responsibility for and is committed to supporting equity throughout all levels of our service delivery system. Families and Providers come from a wide variety of ethnic, racial and religious backgrounds. We believe that children and families, as well as staff and Providers, must be treated with dignity and respect, and that the services must be non-discriminatory, racially sensitive and culturally appropriate.

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## A Respectful Environment

We believe that all children and adults have the right to feel safe and to be treated with dignity and respect. Harassment and discrimination will therefore not be tolerated from any party.

The City of Toronto & TELCCS expects that all employees, parents and persons who are doing business with the City conduct themselves in a respectful manner. This is an expectation of all persons entering into any of the Provider homes and City of Toronto facilities.

If at any point a parent/guardian or employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee. Failure to adhere to this expectation may result in denied access to the home/agency.

## Community Partners

Many Providers are involved in their communities and choose to participate in various groups. Some of these groups could include parenting centres, EarlyON programs, libraries, community centres and many other programs offered in their local communities. The Provider should inform parents of programs that they attend with the children and list these activities on the program plan posted in their homes.

## Continuous Professional Learning

The agency plans and offers evening information sessions for Providers to enhance the program that they offer to the children on an ongoing basis. These sessions can include topics such as, nutrition, programming activities, health & safety, literacy, child guidance, and many more. If there is a topic that you would like to have discussed at an information session, please let your Home Visitor know.

## Complaints and Compliments

Toronto Early Learning & Child Care Services is committed to ensuring that all customer service contacts are responded to in a courteous, fair and timely manner and will take appropriate action, as required. We adhere to the following principles when dealing with a customer service contact.

- THCC parents have the right to request service or complain about public services.
- All customers need to know that their requests are heard, understood and respected.
- We support participation for persons with disabilities, considering their needs and expectation of equity, dignity, integration and independence.

We track both Customer Service Complaints and Customer Service Compliments.

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### **Toronto Home Child Care Supervisor Office**

By phone: 416-392-3326                      By fax: 416 392-3450

By email: [thcc@toronto.ca](mailto:thcc@toronto.ca)

By mail: 1118 Finch Avenue West, Unit 4, Toronto, Ontario, M3J 3J4

### **Toronto Early Learning & Child Care Services Head Office**

By phone: 416 392-3317                      By fax: 416 397-1680

By email: [telccs-headoffice@toronto.ca](mailto:telccs-headoffice@toronto.ca)

By mail: 55 John Street, Metro Hall, 10th Floor, Toronto, Ontario, M5V 3C6

Complaints are reviewed promptly and every effort is made to resolve them as quickly as possible. We monitor complaints and use them to assess and improve the quality of service we are able to provide to the clients.

### **Our Commitment**

Toronto Children's Services staff are committed to serving the residents of the City of Toronto with professionalism and integrity. Feedback is an important step in our endeavor to continually improve our service delivery to you.

### **Updates to the Provider Handbook**

A hard copy of the comprehensive Toronto Early Learning & Child Care Services Program Statement is included in the TELCCS HCC Provider Handbook package and is also available online at [toronto.ca/children/telccs/thcc](http://toronto.ca/children/telccs/thcc). Changes will be made as required and reflected in the online version available.

### **Municipal Freedom of Information & Protection of Privacy Act**

The personal information on this form is collected under the legal authority of the City of Toronto Act, S.O. 2006, Chapter 11. Schedule A, S. 136 (c) and the Child Care Early Years Act S.O.2014, Chapter 11. The information will be used for the purpose of ensuring the delivery of high quality early learning and child care services under the Acts and Toronto Quality Assessment for improvement. Questions about this collection can be directed to the Director at Toronto Early Learning and Child Care Services, Children's Services Division, Metro Hall, 55 John Street, 10th Floor, Toronto, Ontario M5V 3C6 or by telephone at 416 392-3317.