

New parent frequently asked questions.

- *What am I expected to provide for my child when they are at the day home?*
 - This will differ from day home to day home and will depend on your child's age. WE would strongly recommend discussing this with your provider before they start at the day home. In general parents are expected to provide;
 - Diapers and wipes for infants;
 - Formula for infants;
 - Spare clothing in case of accidents.
- *Do I have to send my child with lunch and snacks?*
 - The majority of our day home providers will plan a weekly menu and will provide your child with morning and afternoon snacks and a lunch plus drinks. Some of our providers also offer breakfast for early arrivals.
 - If your provider requires you to provide food or if you wish to provide food because of dietary restrictions/requirements please discuss this with your provider.
- *How should I dress my child for their time at the day home?*
 - Please ensure your child is dressed appropriately for the day's weather and activities, this includes appropriate foot wear.
 - Providers will take the children outside daily unless the weather prevents this, for example, if it is severely cold or is raining heavily.
 - In the winter or colder days please dress in layers, suitable outdoor clothing, mitts, hats, snow boots etc.
 - In the summer or warmer months please dress in looser, cooler clothing and consider providing something to cover your child's shoulders. A hat would also be needed. Sandals and runners are great for outdoor play, however, flip flops or other footwear that falls off their feet easily will not be great for a day at the play park.
 - If able to and if your provider is happy for you to do so, prepare a bag of spare clothing that can stay at the day home.
- *My day home is open from 8am to 5pm. Can I just drop off and collect my child during these times?*
 - When you complete and sign a contract with your day home provider you are asked to provide the hours that you require.
 - It is expected that parents will stick to these hours unless other arrangements have been made.
 - If you are requiring an earlier drop off or a later pick up time we request that you discuss this with your provider ahead of time to ensure this can be accommodated. If you are running late either in the morning or afternoon we request that you do contact your provider to inform them of this and let them know your expected time of arrival. Late arrivals in the morning may prevent the children from going on a planned outing and late collections may impede on a provider's family time.

- Providers generally establish their hours of operation to also allow for the things they need to do for their own families such as getting children ready for school, having time to prepare supper, the need to get to after school activities etc as well as to accommodate the ratios that they work within and we ask all parents to be respectful of this.
- *What will my child be doing during the day while they are in care?*
 - All providers plan a daily program of activities that meet your child's developmental needs and interests and are age appropriate. They will be involved in indoor and outdoor play, creative play, independent and structured play and have the opportunity to be quiet and active during their day.
 - Some of our providers prefer to base themselves in their community and your child's day will be spent in the day home and the provider's back yard or in local green spaces and play parks. Other providers prefer to be out and about with the children and will incorporate outings within Cochrane and beyond Cochrane.
- *How do I pay my child care fees?*
 - All child care fees are to be paid directly to Play Days Family Day Home Agency and not to your provider.
 - We are a cashless organisation and at present fees are paid via an Electronic Funds Transfer (EFT) with an automatic withdrawal being made from your bank account on the 8th of each month.
 - All parents are post billed and will receive an invoice for the child care received in the prior month on the 5th of the following month. This invoice will be sent via email.
 - We strongly encourage all parents to get in touch with us if financial issues arise that prevent you from paying for your child care on this date and to discuss alternate arrangements.
- *We are going on vacation for two weeks, will we still be charged for child care?*
 - If you and your family go on vacation and your provider is still open and available then parents will still be charged.
 - If your provider goes on vacation and is therefore closed you will not be charged unless you use back up care at another Play Days day home.
- *My provider has just informed me that she will be closed for vacation. What are my options?*
 - We offer a backup care service to our parents who require child care when their day home is closed. Back up care can be arranged in one of our other day homes if spaces are available. Please note that this is not a guaranteed service and depends on spaces available and ratios.
 - For further information please see our back up care policy.
 - Back up care can also be accessed for cases of closure due to provider sickness.
- *My child is sick but booked into the day home today. Can I still take them?*
 - A sick child is the responsibility of the family and not the day home provider.

- Our sickness policy states that any child with a fever, who is vomiting or has diarrhea should be clear of all symptoms for 24 hours before returning to the day home.
- A child who is also unwell to the point that they cannot partake in the day home activities or is affecting the day home providers ability to care effectively for the other children in care should also be kept home.
- If a child has a communicable disease they must be excluded from the day home to prevent spread until a doctor deems it safe for them to return. A doctors note may be required if the agency or provider deems it necessary.
- If a child becomes sick while at the day home the provider will call the parents to arrange immediate collection within 2 hours of the call. If a parent isn't available then an alternative approved person should collect the child.
- Your provider can only give medication to your child if you have provided it in the original container and given written instructions and signed a medication consent form. Medication such as Tylenol cannot be given to a child to keep a fever down while at the day home.
- Parents will still be charged for scheduled days even if their child does not attend due to sickness.
- Sending a sick child to the day home can cause your provider and their family to become sick and cause them to close their day home to recover from the sickness. This results in a loss of income for them and a disruption to your child care.
- *An issue has arisen with my day home that I need to speak to Play Days about, who do I call?*
 - While we hope your experience at your chosen day home is a positive one, we do recognise that at times relationships do break down and issues can arise.
 - We strongly encourage all parents to discuss the issue with their provider first as it may be something that they were unaware of.
 - If you cannot reach a satisfactory result following this please contact the program coordinator to discuss further. WE operate an open door policy and will be happy to listen to your concerns and help you and the provider reach a mutually agreeable resolution.
- *How often is my day home inspected or visited?*
 - All Play Days day homes are visited every month. Every other month a monitoring visit will be conducted by a day home consultant who will observe interactions, programming, environment and safety. A report will be written on each day home and parents will be emailed to inform them this has occurred.
 - Every other month a support visit will be conducted by a day home consultant at each day home. This may take the form of mentoring or running an activity with the children in care.
 - Play Days day home agency is also inspected every 12 months by an officer from child care licensing. During this visit the licensing officers will choose 2 – 3 day homes to inspect.

- Every three years, Play Days is also inspected by child care accreditation evaluators who again will choose 2 – 3 day homes to inspect.
- Parents will be informed of the results of both these visits and inspections.
- *I have to give notice to my provider, how do I do that?*
 - We request that parents give at least 2 weeks' notice of their intention to withdraw a child from a day home. This notice should be in written form and given directly to the provider.
 - Providers are entitled to charge for those two weeks of notice.
 - Two weeks' notice will still be charged if a child is removed immediately by a parent and no notice is given.

If you have further questions or inquiries during your child's time at your Play Days day home please do not hesitate to contact a member of agency staff.