Instructions and Tips for Creating Compliant Documents:
Child Care Centre Parent Handbook (O. Reg. 137/15, s. 45)

Mandatory Requirements to Include

The following **must be included** in your child care centre's parent handbook to comply with requirements under the *Child Care and Early Years Act, 2014* and O. Reg. 137/15:

☐ Information about the services offered and the age categories served

☐ Information about the times when services are offered and the holidays observed

☐ Information about the fee for services

☐ Information about the admission and discharge policy

☐ Information about activities off the premises

☐ Information about the requirement that every volunteer or student be supervised by an employee at all times and about the policies and procedures regarding students and volunteers as required under section 11.1 of Ontario Regulation 137/15

☐ A copy of the parent issues and concerns policy, as required under section 45.1 of Ontario Regulation 137/15

☐ A copy of the program statement, as required under section 46 of Ontario Regulation 137/15

☐ A list of prohibited practices, as set out in section 48 of Ontario Regulation 137/15

☐ A statement that the child care centre has emergency management policies and procedures, as described in section 68.1 of Ontario Regulation 137/15, and a statement regarding how parents will be notified if an emergency occurs

☐ Where a waiting list has been established, a copy of the waiting list policy and procedure, as required under section 75.1 of Ontario Regulation 137/15

Other Related Requirements

- The parent handbook must be made available free of charge to any parent considering whether to enter into an agreement with the licensee for the provision of child care
- The parent handbook must be made available free of charge to a parent of every child who receives child care at a child care centre at the time the child starts receiving child care and at any time when the parent handbook is modified

Other Considerations

The following are some tips and considerations for developing the parent handbook. These are not mandatory, but they will support the development of more comprehensive and high-quality parent handbook:

General

- Include a date when the parent handbook was last updated.

Layout

- Break up your parent handbook by including different sections for different requirements (e.g., fees for services and policies and procedures, etc.).
- Include sub-headings to separate information (e.g., within policies and procedures, include a sub-heading for different policies such as the parent issues and concerns policy, etc.).
- Make sure the parent handbook can be made available in an accessible format for individuals with disabilities.

Format and Distribution of the Parent Handbook

- Format the parent handbook so that it is easy to update and distribute to parents (e.g., an e-version posted on a website or emailed to parents).
- However, where an e-version is used, have a hard copy for parents and prospective parents who are unable to access the e-version.
- If hard copies of the parent handbook are provided to parents, information that changes annually or more frequently (e.g., fees, holidays observed etc.) could be provided on a leaflet or the last page of the parent handbook. This approach will minimize the cost of printing when revisions are made.

Information to Include:

- Include detailed information about your child care program so that parents who are considering whether to enrol their child(ren) have a complete understanding of the services offered.
- In addition to the required content, you may also wish to include:
  - Additional background/history pertaining to the child care program
  - 'First-day checklist' for parents to let them know what they need to bring (e.g., required children's records, extra diapers, change of clothing etc.)
  - Procedures for accident reporting
  - Policies and procedures regarding sick children (e.g., when a child is required to stay at home or be sent home)
  - Arrival and departure procedures (e.g., pick up and drop off from school, signing in and out, communicating with educators, information about late pickup, transportation, etc.)
  - Parking availability at or near the child care program

- o Inclement weather policies and procedures (e.g., extreme weather policies, closures due to inclement weather, minimum and maximum temperatures for outdoor play etc.).
- o Nutrition policies and sample menus
- o Prohibited foods and allergy/risk mitigation strategies (e.g. no scent policy, information about including animals in the program etc.)
- o Copies of other policies and procedures (e.g., Administration of Drugs and Medication Policy, Sleep Supervision Policy, Playground Safety Policy, etc.)
- o Contact information that is useful for parents (e.g., supervisor email/phone number, etc.)
- o Information about the 'Duty to Report' under the *Child, Youth and Family Services Act, 2017*.
- o Information and links to subsidies offered by the local service manager (e.g., the municipality)
- o Information about terminating child care
- o Links to resources about licensed child care available on the [Ministry of Education's Early Years Portal](#) (e.g., How Does Learning Happen? or Child Care Information for Families, the Child Care Centre Licensing Manual).