

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



**Mandatory Requirements to Include**

The following **must be included** in your home child care agency'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 a home child care provider at all times and about the policies and procedures regarding students and volunteers, as required under section 11.1 under 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
- Where a waiting list policy has been established, a copy of the waiting list policy, as required under section 75.1 of Ontario Regulation 137/15

**Other Related Requirements**

- The parent handbook is 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 is made available free of charge to a parent of every child who receives child care at a home child care agency 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.

### **Organization**

- 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 and issues concerns policy).
- 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.

### **Processes and Expectations 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 (e.g., information about the agency and the providers).
  - '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 (i.e. when a child is required to stay at home or be sent home, whether the parent should contact the provider or the agency to inform them that their child will not be attending the child care program).
  - Arrival and departure procedures (e.g., pick-up or drop-off from school, signing in and out, communicating with providers, transportation, etc.).

- Steps to follow should a child care provider be absent (e.g., contact agency, list of alternative providers).
- Information about late pickup (e.g., associated late fees, etc.) .
- Procedures regarding car seats (e.g., who will provide the car seat, when to return the car seat).
- Nutrition policies and sample menus.
- Prohibited foods and allergy/risk mitigation strategies (e.g. no scent policy, information about animals at the premises, etc.).
- Copies of other policies and procedures (e.g., Administration of Drugs and Medication Policy, Sleep Supervision Policy, Standing Bodies of Water Policy, etc.).
- Contact information that is useful for parents (e.g., provider, home visitor and agency email/phone number, etc.).
- Information about the 'Duty to Report' under the *Child, Youth and Family Services Act, 2017*.
- Information and links to subsidies offered by the local service manager (e.g., the municipality).
- Information about whether providers can offer special care arrangements (e.g., weekend care) based on the agreement with the agency and what steps parents must follow should they require special care arrangements.
- Requirements regarding privately-placed children (e.g., how privately-placed children will be placed in a home, what information must be collected from parents etc.)
- Information about terminating child care.
- Information about the role of the agency, home child care provider, volunteers, students, and persons who are ordinarily residents of the premises or regularly at the premises.
- Information about the agencies process for contracting home child care provides (e.g. selection process).
- 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, Home Child Care Licensing Manual).