

## Parent Information Handbook

### **Welcome to the Family Day Home Program!**

After much thought, you have made the decision to place your child in a licensed, monitored Family Day Home, and I would like to congratulate you on your choice. Think of your Provider as a professional who has been carefully screened, and one who is willing to go the extra mile to meet all of the standards which have been put in place to create an environment in which your child will grow physically, emotionally, socially, intellectually and creatively.

I want to encourage you to work with your Provider, your child, and the coordinator. Open communication with all parties will ensure that your child's needs are being met, and that any concerns you may have will be addressed.

Our day home office hours are from **8:30 am to 4 pm, Monday to Thursday**. We are located at 4809-49 Avenue in Killam. **The phone number is 780-385-2488.**

Please visit our website at: [www.flagstafffamilydayhome.com](http://www.flagstafffamilydayhome.com)

### **Philosophy**

The Flagstaff Satellite Family Day Home Society believes:

- ◆ Every child has a right to a safe, happy and enriching environment to grow up in.
- ◆ All parents have the right and responsibility to know when they entrust their children to our day homes, their children will be safe, happy, and in a place where learning and growing is a fun, enriching experience.
- ◆ Our family day home providers deserve our respect and appreciation for the hard work and dedication they have for families in our community.
- ◆ In valuing good relationships and partnerships with families and providers, as well as other supports in the community.
- ◆ In supporting and encouraging and encourages best practices in health and safety as encouraged by licensing and health authorities.
- ◆ In guiding providers in the care of our children and to helping foster a relationship of openness and respect between parents and providers.

### **Role of Family Day Home Program**

The Family Day Home Program considers its main responsibilities to include:

- Administration of the Family Day Home Program, in compliance with the Family Day Home Program Manual, and with the contract signed with Region 5 Children and Family Services.
- Recruitment, screening and selection of providers.
- Monitoring, support and training of providers.

- Establishment of fee schedules and collection of parent fees, as well as paying the providers.
- Placement of children into a home that will meet the needs of parent, child and provider.
- Whenever possible, ensure a system of back-up care.
- Ensure all provider, child, and family files are kept confidential.

## **Role of the Day Home Provider**

All of our day home providers have gone through an extensive approval process. They are monitored on a monthly basis by the agency coordinator. In addition to adhering to Provincial Family Day Home Standards of Alberta (<http://www.humanservices.alberta.ca/documents/family-day-home-standards-manual.pdf>) they are also expected to:

- Provide a home environment which meets the developmental needs of each child in care
- Comply with the standards of performance and care as outlined in the Family Day Home Standards Manual for Alberta.
- Compliance with the agency/provider contract and the provider/parent/agency contract.
- Provide a well-rounded daily routine/programming to the children in care. This must include but not limited to: indoor/outdoor activities, colouring, crafts, music, quiet time, free play, dramatic play, meal and snack times (with sufficient food and time to eat, regardless of the length of time it may take a child to eat), child selected and directed activities, and one period per day of adult directed activity.
- Attend monthly provider meetings as they are arranged
- Occasionally, complete observational records about children in care.
- Welcome children on arrival at their home, and see children safely delivered to their parent or guardian at day's end.
- Model expected behaviour.
- Show respect for parents, caregivers, and children
- Recognize all times of the day as learning opportunities whether it is lunchtime, play time or nap time.
- Exchange all pertinent information with parents at the beginning and close of each day to ensure that the provider and parent are working together in the child's best interest.
- Provide an age appropriate eating and sleeping schedule for children in care respective of their ages.
- Encourage children to try all activities and assist children until necessary skills are developed to allow the child to complete the activity safely and independently.
- Weather permitting; take children outdoors for fresh air on a daily basis.
- Teach social graces (table manners, common courtesy, taking turns, etc.)
- Maintain a sense of order and discipline in the home.
- Provide guidance and encouragement to children in problem solving situations.
- Keep in close contact with the Day Home Coordinator with regard to absent days, child's development, problems, concerns, support and ideas.
- Project a positive attitude towards their position and the program.
- Advise parents of outings or excursions and obtain written consent.

## **Confidentiality Policy**

Respecting the privacy of our parents, children, providers, and volunteers is a basic value of Flagstaff Satellite Day Home Society. Personal information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the agency

coordinator. Care shall also be taken to ensure that documents containing confidential information are not left in the open or inadvertently shared.

Providers, board members and staff of Flagstaff Satellite Day Home Society may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Flagstaff Satellite Day Home Society that such information must be kept confidential both during and after employment or volunteer service. Staff, providers and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time a contract is terminated or expiration of service.

Providers will sign an Oath of Confidentiality when they have successfully completed the approval process. In addition, the Agency Coordinator will sign an Oath of Confidentiality when hired.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including possible contract termination.

## **Parent involvement**

If desired, prospective parents are provided with an Approved Family Day Home Provider Profile. Providers sign the acknowledgement form allowing their provider profile to be shared with families. All contact between agency staff, parents and providers is documented on the approved contact record form.

The agency will provide parents with information of services offered and will be notified of any changes made to agency policy. This information may be dispersed through the providers or mailed directly to the parent/guardian.

Flagstaff Family Day Home Society recognizes that a positive relationship with opportunities for communication between the day home and parents is essential for child development. Parents are welcomed and encouraged to become involved in the program in whatever way they can. The providers are available during the day for families to discuss issues or concerns or just to have a friendly conversation with. For parents new to the day home, families are encouraged to bring their child(ren) into the day home ahead of time so that children and parents can feel comfortable with the transition. Parents are invited to stay with their child as long as they deem necessary to help their child adjust to their new surroundings.

## **Open Door Policy**

We welcome parents' input ANYTIME and encourage you to explore your child's day home when the opportunity arises. Family Day Homes are open and accessible to you during working hours.

If you have a concern as a parent please do not hesitate to communicate with your day home provider or contact the agency coordinator.

## **Technology Policy**

Providers will ensure that the use of technology is limited and focused on intended developmental outcomes. Technology will be used to enhance the program planning in the day homes. Technology that promotes sedentary behaviour (computers, television) will be limited.

## **Inclusion Policy**

Children develop at their own rate, ability, and needs. Flagstaff Family Day Home Society strives to provide an inclusive environment for all children to grow, experience and develop at their own rates through programming that meets the individual needs of each child. Flagstaff Family Day Home Society strives to provide a safe, nurturing environment that accommodates the needs of all children that are attending the program.

## **Child Registration**

The Agency will assist parents in enrolling their children with a suitable provider and resolving any issues. At the time of enrollment, agencies will provide prospective parents with information about home visits, complaints received, and any incidents that may have occurred in the provider's day home program.

A meeting time will be set up between you and the provider. The providers are given the freedom to refuse placement of a child.

After approval of a child/provider the following forms must be completed before commencement of care, Child registration form package, Parent/Provider/Agency agreement, Hours of Service agreement and enrollment calendar. All parents will be orientated to the agencies policies at the time of registration. Any changes to policy will be provided to parents through the agency coordinator.

## **Subsidy**

Government subsidies are available for families who qualify. If you wish to apply please do so online at <http://www.humanservices.alberta.ca/financial-support/15104.html>

If you do not have access to the internet, or require assistance, please call the Agency - all calls are kept confidential.

Approved subsidy amounts will be deducted from your monthly childcare bill. Parents are responsible for paying the amount left owing prior to the end of the month.

## **Record Keeping**

The agency will provide all of the necessary documents relating to the children in the home before the child is placed.

All records pertaining to program staff, providers and their families are confidential and are stored in a locked filing cabinet at the family day home office. These records include: parent/child information records and provider information records.

Duplicate files pertaining to the child are necessary for his/her optimum care and safety and are therefore kept in the provider's home (child profile, emergency phone numbers, medical data, etc). These records must be kept in a secure place in the home, and must be returned to the agency for destruction when care has been terminated.

The provider shall retain all necessary documents relating to the child and the child's care for as long as the child remains in the family day home. This information must be kept in a secure location. Upon termination of care, all documents are to be returned to the agency immediately.

Providers are to maintain a portable record of child emergency phone numbers and medical data that can be taken with the provider in case of emergency or while out of the home (on a walk, field trip, etc). Please include the agency name and phone number on your portable record.

Parents can have access to their child's records upon submitting a written request to the day home coordinator. The coordinator will reply within two weeks. Children's Services and our licensing officer have access upon request. The licensing officer will annually receive the agency policy for review.

Parents are informed of Flagstaff Family Day Home record keeping policies when they sign a child care agreement with our agency.

All staff/providers are orientated to all Flagstaff Family Day Home policies when initially hired and on an annual basis thereafter.

All records will remain on agency premises for a period of two years, before being shredded and destroyed.

## **Childcare Fees**

Parents are required to submit an enrollment calendar to their providers each month (due the 20<sup>th</sup>) outlining days and times that care is needed. See Cancellation Policy for more Information on cancelled days.

### **Payment of Fees**

Payment is due upon receipt of statement. Payment can be made in cash, E-transfer, or by cheque. Payment can be dropped off at the office or mailed. It is understood, and agreed that the Agency reserves the right to charge a \$20.00 NSF fee. Late payment may be subject to 24% per year interest. If payment is not received within 60 days of when the invoice was sent, the account will be sent to collections. A \$300 filing fee will be attached to the original amount owing. Flagstaff Satellite Family Day Home will issue annual receipts for all childcare payments.

**Please note: Childcare will be terminated until payment is received.**

If paying using e-transfer, please use the following information:

**Email:** [dayhome@flagstaffcs.ca](mailto:dayhome@flagstaffcs.ca)

**Security question:** Where is the office located?

**Answer:** Killam

### **Hourly Rate**

- \$4.64 per hour for each child in care

### **Overtime**

- Overtime is care provided over 9 hours per day.
- The hourly rate for overtime is \$5.50 per hour per child regardless of age.

### **Meals/Snacks**

- \$2.00 per supper/meal (above and beyond 2 snacks and 1 meal per child)
- 2 Nutritious snacks and lunch are provided daily by the provider at no additional cost to families.
- Parents must supply diapers, formula, and special food for children who may require it.

### **School Age Children (Day Home)**

- 4.5 years and up
- \$4.64 per hour beginning at arrival time after school until parent pick up.
- Minimum of one hour charge per day

### **Parent Administration Fees**

Each family is required to pay a monthly administration fee. The administration fee will be waived if parents consistently attend the agency's short monthly board meetings. If a board member misses three consecutive meetings without reason, they will be charged the appropriate administration fee again. The fee schedule is as follows:

- \$25/month for casual care (less than 25 hours/month)
- \$40/month for part-time care (25-100 hours/month)
- \$50/month for full-time care (100+ hours/month)

### **Cancellation Policy**

It is the responsibility of the parent to inform the provider of any day that a child will be absent from scheduled care. If a parent gives the provider **less than 7 days** notice of no care, the day will be invoiced as cancelled and billing will be as follows.

- First cancelled day in a given month, per child, will be billed \$15, unless the cancelled hours would be billed for less than \$15.
- Subsequent cancelled days in a given month, per child, per scheduled day will be billed in full for hours scheduled.

If the parent gives the provider **more than 7 days notice** of a full day cancellation there will be no charge. This applies to everything excluding sickness and vacation.

In the event of an emergency (serious accident or death), notice is not required. Parents are expected to keep the provider informed of the child's estimated return.

### **Late Drop-off / Early Pick-up Policy**

Parents are held responsible for the hours of service requested on their enrolment calendars or the agreed upon dates/times. If a child has to leave the day home for playschool (child will be signed in and out for liability reasons), the parent will still be charged the full booking. If a child is dropped off late or picked up early, the parent will still be charged for the full booking indicated on the enrolment calendar at the time of submission to the day home provider.

### **Sick Policy**

If a child is too sick to play, they are too sick to be at day home. Sick days will be charged \$15 per day, per child, per scheduled day unless a doctor's note is provided. If a doctor's note is provided, all fees will be waived.

### **Vacation Policy**

If a parent will not be requiring care for a length of time (more than 3 days), they should notify the provider in writing. Parents will not be charged for these absences as long as notice has been received two weeks in advance. Children can not be out of care for more than two weeks unless there is special arrangement made between the agency, provider, and parent.

Likewise, providers should give the parents two weeks notice of any extended absence.

## Recognized Holidays

Providers are not required to provide service on the following days, unless they choose to: **New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.** All parents are to be notified of all the holidays at the time of registration.

## Hold Space Fee

A parent or guardian can choose to reserve a childcare space in a Family Day Home by paying a non-refundable monthly deposit of **\$75/child in ADVANCE**. This must be agreed upon by the Provider, family, and Agency. If all parties agree upon it, the parent/guardian will pay the agency in advance for the reserved spot which will then be paid directly to the provider. The provider will be required to have an available spot for the child at the pre-determined date. A spot can be reserved for a maximum of **one year**. If a provider chooses to close their home or their contract is terminated, the hold space fee that has been collected/paid will be taken off of their last pay cheque and reimbursed to the parent/guardian.

## Back Up Care

- In the event that the provider is unable to care for your child, an attempt will be made to arrange back-up care with an available provider if requested. However, due to the size of our agency and the limited number of spaces for children, back up care may not be possible in most cases.
- If back up care is available it is the parent's prerogative to accept or reject the back-up arrangement.
- **In the event that the provider is unable to care for children and no back up is available, parents are responsible for making arrangements for their own children.**
- Parents must complete and sign the Back Up Care Consent Form before alternate care begins.

## Arrival / Departure

Your monthly time sheets are very important. They are legal documents, and transfer the care of your child to the Provider.

Parents are required to initial the sign in/out sheets for each arrival and pick- up, as well as sign each sheet at the end of each month.

The Family Day Home Office gets audited periodically to make sure that things are done properly, and that everyone is being honest.

## Outdoor Weather Recommendations

- On hot days (>25C) try and avoid being outside during the hottest parts of the day (11am to 4pm).
  - Providers must have adequate fluids available.
  - If out, children must wear proper attire including sunglasses and/or hats.
  - Providers must provide access to natural or artificial shade.
  - If at playground, providers should check the heat on metal equipment prior to the kids playing on it.
  - Monitor children for signs of heat exhaustion and heat stroke.
  - Monitor humidity and take this into consideration when deciding if it is too hot to be outside.

- On cold days, (<-20C with the wind chill) children will not be permitted outside for play.
  - Children must be dressed for the weather (may include toque, mittens/gloves, scarf, balaclava, snowsuit, jacket, snow pants, socks and winter boots). If a child is signed into care without proper winter clothing, children will not be able to go out.
  - Providers will also be aware of the sun when outside in the winter months and monitor for snow sun burn/blindness.

## **Extra Clothing**

Children must be suitably dressed for the weather. Parents are required to bring an extra change of clothing, to be kept at the day home. Any specialty items, like diapers and formula, are the responsibility of the parent to supply.

## **Release of Children**

Day Home Providers will release the children only to persons specified on the registration form. If someone different is coming to pick up the child, you must let the Provider know. The Provider has the right to ask for personal identification of persons picking up your child.

## **Child Guidance Policy**

It is important that appropriate child guidance techniques be used within the program. The Provider is required to ensure that the child guidance used is reasonable and suitable to the circumstances. Limits will be set taking into consideration differences in age, temperament and experience.

### **Child guidance is Not discipline and it is Not punishment.**

The agency believes that children depend on adults to provide safe and nurturing early learning and care that meets their individual developmental needs. It is our belief that children develop to their fullest potential in environments that are true to life experiences. We aim to provide a program that supports, strengthens and supplements the role of the family. A part of promoting the role of family in the day home program is through consistency in child guidance.

Acceptable approaches to child guidance include: setting limits, setting standards of appropriate behavior, providing explanations and choices, making sure that the child understands the limits, and consequences to actions. Consistency is important. Distraction, redirection, using logical and natural consequences, active listening and “I” statements are all acceptable guidance techniques.

Flagstaff Satellite Family Day Home Society and its providers do not partake in traditional “time outs.” Instead, we use “time away”. Time away is time for a child to be removed or redirected from an activity or another child. It is time for the child to cool themselves down and take some personal reflection time for themselves away from the child or activity that has escalated them.

A time away from an activity is acceptable given the following conditions are met:

- The child displays a continuing behavior that is creating a health or safety hazard for the child or others in the home.
- Providers have already tried using the following guidance techniques; distraction, redirection, logical / natural consequences, offering explanations and choices, active listening and “I” statements.



- During a time away the child will not be isolated. The provider will always be in direct attendance.
- The child will be offered a choice of quiet activities, (books, puzzles, puppets, coloring etc.) which they may choose to have during the time away.
- The child decides when he or she is ready to return to regular activities.
- Depending on age and ability to understand, providers will follow up with the child who was in a “time away”. Providers will encourage the child to express their feelings and role model appropriate behavior to have these needs met.

It is unacceptable for physical or emotional punishment to be used. It is also unacceptable to manage a child’s behavior by slapping, spanking, shaking, biting, ridiculing or threatening. Use of these techniques may result in immediate termination from the program.

Parents should take the time to discuss guidance techniques with their Provider. It will help create consistency if parents and providers practice the same techniques.

## **Meals and Snacks**

Providers serve lunch and two snacks each day at appropriate times, and in sufficient quantities to meet each child’s needs.

- Meals and snacks are made in accordance with the Canada Food Guide
- Menus are available to parents upon request
- Parents of infants must supply infant food, formula and any other special dietary requirements.

## **Child Care Program**

Our agency aims to provide a safe, wholesome, and stimulating environment through planning and implementing social, physical, intellectual, cultural, and emotionally stimulating activities. Children are given the opportunity to participate in various individual and group activities to meet their social, physical, language, intellectual, creativity, and emotional developmental needs. Providers will actively engage and participate with the children throughout the day.

## **Transportation Policy**

Should a provider choose to transport children in their vehicle they are required to:

- complete the Alberta Child Safety Seat Training Modules (within three months of being approved)
- have the appropriate license for the operation and transportation of children
- have the appropriate liability insurance (\$2 million)
- vehicles must be in safe operating condition
- use appropriate child restraints in accordance with Transport Canada Regulations. If requested, parents are responsible for supplying a car seat. Day home children under the age of 12 are NOT permitted to ride in the front seat of a vehicle.
- get written consent from parents for their children to participate in any off site activities and parents are advised in writing of any excursions or outings. Outings/excursions within town limits will be indicated on each child’s timesheet.
- Ensure they have portable emergency records in their possession.

## **Field Trips**

Walking field trips are encouraged. It is important for the provider to discuss these trips with the parents, including transportation and supervision arrangements, as well written permission from parents must be signed before the outing. Parents are required to drop off and sign their child/children in at their provider's home rather than taking the child/children directly to the field trip location.

It is important that the provider spend time with the children discussing safety concerns while walking, where they are going, what will be happening there, who and what they will see, as who they need to listen to.

The portable First Aid Kit MUST be taken on all outings away from the provider's home. During an outing, the provider MUST carry with them, their Portable Emergency Records for each child, which includes:

- Child's name and DOB
- Parents names, home address, work address and home and work numbers
- One emergency contact name and number
- Relevant health info including medical conditions and immunization status

## **Accident or Illness**

In the event of an accident or illness of a child, the Provider shall ensure that:

- all necessary medical assistance is obtained
- the child is comforted and cared for in a calm atmosphere until taken home
- the parent will be notified
- the agency will be notified
- all communicable diseases shall be reported to the Health Unit

### **Accidents**

In the case of an accident, an accident report shall be completed and signed by the Provider, the parent will read the report, and sign it, then the agency shall keep a copy of the report on file. Incidents such as scrapes, bumps, bruises, biting etc. will be recorded on incident forms.

### **Illness**

As a general rule of thumb, if a child is too sick to be involved in the daily activities of the program, it is highly recommended that the child be kept at home. A child with a communicable disease must be kept at home for the required period.

In case of a child's fever, the Provider is entitled to notify the parent, and if the parent wants medication to be used, he must come and administer to the child, or give verbal instruction to the Provider, then sign a medication form when the child is picked up.

Providers reserve the right to refuse a child if the child poses a health risk to the other children in care due to any of the following or at the discretion of the provider:

- Fever
- Diarrhea-runny, watery or bloody stools
- Vomiting
- Body rash with or without a fever
- Sore throat
- Swollen glands

- Severe coughing
- Eye discharge
- Yellowish skin or eyes
- Any communicable disease
- Persistent abdominal pain
- The child does not feel well enough to participate comfortably in routine activities
- Irritable, continuous cry, or requires more attention that a caregiver can provide without affecting the health and safety of the other children in care.

If a provider notices that a child exhibits any of the signs or symptoms listed above, the provider must ensure that:

- the child's parent(s) arranges for the immediate removal of the child from the program premises; and
- the child does not return to the program premises until the provider is satisfied that the child no longer poses a health risk to others in the program (e.g. the parents provide a physician's note, the parents declare that the child has been symptoms-free for at least 24 hours).

## **Medication Policy**

When it is necessary to administer medication, the Provider is allowed to give over-the-counter or prescription medication **only with the written permission of the parent or guardian, on a regulation form which is supplied.**

**All medication must be in the original container, and labeled with:**

- **Physician's name**
- **Patient's name**
- **Date of issue**
- **Instructions for Use**
- **Time Period**
- **Separate prescriptions are required for each child**

**The signed record must include:**

- **Name of the Child**
- **Name of Medication**
- **Date and time Medication should be given**
- **Dosage of Medication to be given**
- **Signatures of both Provider and Parent,**
- **Name of who administered it**

**The medication form must be filled out every time medication is administered.**

**Medication will be stored in a locked, child-proof container.**

## **Parent/Provider Complaints**

If parents and providers come across difficulties regarding the care of a child, it is best if the problem can be worked out between them.

However, if an agreement cannot be reached, the coordinator can be involved, and if no satisfaction can be reached there, the Family Day Home Board Members could be involved.

## **Termination Policy - Providers**

Parents are required to give the provider and the coordinator a minimum of two weeks notice of termination from the program. If proper notice is not given, the program has the right to charge the parent for those two weeks.

If parent fees are not kept up to date, and are behind 30 days, childcare will be terminated until the account is paid in full. After 60 days the account may be sent for collection. If so, a \$300 filing fee will be added onto the original amount of the invoice.

## **Termination Policy – Child Care**

The agency can terminate a child's placement in a day home if:

- A child has not attended for five consecutive days without notice to agency or provider
- A parent has not paid childcare fees
- A parent has verbal abused a provider, agency staff member or child
- A parent has broken contract
- The placement is not deemed to be in the best interest of the child
- Parent/provider conflict that cannot be resolved
- The child's behaviour is deemed unmanageable
- The parent does not adhere to the agency policies or guidelines
- Parents have chosen to withdraw their child from the program or providers residence, two weeks' notice will be required, unless circumstances deem otherwise.

## **Program Review**

The Agency recognizes that in order to provide the best possible care for children there needs to be ongoing reflection, evaluation, and improvement of our family day homes. The Agency actively asks for views of the families it serves as well as the providers that are registered with the Agency. The Agency has a number of review processes in place to ensure a high standard of quality childcare.

Provider input on the operation of the Agency is taken into consideration. Annually, providers complete a survey which provides the Agency with feedback. Any issues or concerns are addressed and resolved by the agency coordinator and board members. Monthly, providers are asked to bring questions or concerns regarding the operation of the childcare program to provider meetings, where problems are discussed and steps are set out to address them. Annually, board members help to review that documents and policies and make necessary changes. Providers are expected to create an action plan, which sets out goals that they would like to achieve. The Agency also has a three year Quality Enhancement Plan which aims to improve the quality of care offered with a concrete plan to achieve the short-term, intermediate, and long-term goals. The Agency also believes that parents, children, and outside feedback from the community is a valuable tool to enrich the childcare program. Parents are given surveys to complete regarding the operation of the day homes on an annual basis.

## **Social Media Policy**

Flagstaff Family Day Home Society understands the importance of utilizing social media for the promotion of our program but want to ensure we are safeguarding the rights and privacy of the families, providers, staff and children. Flagstaff Family Day Home Society will use an Agency Facebook page to communicate with the community, families and staff. Posts will be related to projects and activities the children are participating in, child care related news or articles and

upcoming events. Posts on the Agency page will never include pictures of children directly unless permission is obtained from the parent and/or guardian.

If child care professionals choose to create a private, secret Facebook group for their individual day home, it will be monitored closely by the Director of the program. The Director will monitor the content of posts, ensuring they are consistent with the values and beliefs of the program. Any posts or comments made will be deleted immediately if they are found to be inappropriate and the offending user will be reported and blocked from the site. The provider will use high privacy settings to only allow current families to see the posts. Parents will be asked not to save pictures unless they are only of their own children. Each provider's group will only include families that are actively in care in that home.

Providers need to be aware of the agencies policies and practices surrounding social media. At no time should an individual's personal page be used to talk in a negative manner about the program or any of the providers, families or children.

All parents must indicate on the agencies consent form whether they give approval for the program to use the child/children's images on individual social media sites. All posts will be removed from the group after 2 years.

The Agency will welcome feedback from families, providers, staff and the community on the effectiveness and content of the sites. Any grievance or feedback will be documented in writing and responded to by the Director.