

POTENTIAL PROVIDER MANUAL



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Is providing family day home care something I want to do?

Consider the following before making the decision to become a family day home provider:

- Will I enjoy caring for children nine or ten hours a day?
- Do I enjoy playing with children and following their lead in play?
- Am I self-motivating? Can I provide a creative and stimulating child-centered program?
- Can I tolerate messiness?
- Can I cope with emergencies?
- Is my own health and the health of my family good?
- Do I usually ask for help when I need it?
- Can I be assertive when I have to be?
- Can I accept differences in clients' lifestyles, attitudes, religion, etc.?
- Do I have enough income to be financially stable until children are placed in my home? What if children leave the day home? Will I be able to manage financially?
- Can I manage my budget on a fluctuating income?
- How will my family feel about having other children in our home?

If other family members are in the home, then they must understand what sharing their home and their parents' means.

- Will they lose their privacy?
- Will their lives be more structured?
- Will mother/father give less attention to the family?
- Will the family have more work to do?

Adapted from: Family Day Care: A Caregiver's Guide by Lee Dunster 1990

What does it take to be a Family Day Home Provider?

Warmth: Do you like people -- children and adults?

Humor: Do you have the ability to laugh at yourself?

Patience: Do you have the patience for the days when nothing seems to go right or for the children who repeatedly ask the same questions?

Responsibility: Are you reliable? Parents and children depend upon you.

Discretion: As a family day home provider you will learn many things about the children's families that shall remain confidential.

Good Health: Working with children means that you and your family will be exposed to a variety of childhood illnesses. Are you in good health?

Energy: Do you have the energy for toting infants, chasing two year olds or coping with the emotional ups and downs of school-aged children? You will need lots of energy.

Organization: Can you manage and organize a family day home, the care of your own children and the children in your day home? It is important to be well organized and to be flexible.

Confidence: Are you confident in your ability to provide care for children? Do you have the confidence to discuss business and concerns with a parent?

Independence: Are you able to decide what has to be done, when, and how; and then to do it?

Flexibility: Are you flexible when working with children and when things seldom go as planned?

Self Care: Are you able to provide care for other people's children and take time for yourself?

Communication: Do you have the skills required to communicate with children and parents?

Commitment: Are you prepared to make a long-term commitment to being an approved family day home provider?

Items to Consider When Deciding to be a Family Day Home Provider

When deciding the ages and number of children for whom you want to provide care, there are several factors you should consider. Among these are:

1. What ages of children do you enjoy working with? Some of us love to cuddle a baby, but don't have much tolerance for a school-aged child asserting his independence with every breath. Others may enjoy infant care as much as the challenges involved in caring for a lively toddler.
2. The number and ages of your own children will influence your decision. If you have a new baby of your own, it may not be the best time to try and provide care for another baby. Your own sociable preschoolers on the

- other hand, may really enjoy the companionship of other children their age.
3. The type of program you want to offer will also have an effect on the age group you can best work with. If you are planning to participate with preschoolers in a number of activities outside the home, you may find it difficult to manage a baby's needs (e.g. nap times or feedings), or those of a kindergarten-aged child (who may need an early lunch in order to catch her school bus), and so on.
 4. Space limitations must also be considered. If you live in a small home, it might be best to limit the number of children for whom you provide care.
 5. Other factors to consider include:
 - Will you accept children on a part-time basis, for overnight care, during shift worker's hours, or on weekends?
 - Are you willing to provide care for children with special needs?

Why contract with Hemel House?

When contracted with Hemel House Child Care Services you will receive the following:

- Child care referrals
- Qualify for Government Accreditation Funding (for more information on funding visit <http://www.child.alberta.ca/home/1173.cfm>)
- Parent fee collection service
- Regular pay periods
- Day home visitors who help you maintain quality and high standards in your day home
- Support and someone to talk to or ask questions
- Help in finding back-up care
- In-home substitute caregivers
- Training: monthly workshops and speakers, monthly day home visits, resource library
- Networking opportunities with other day home providers
- Toy-lending library
- Resource library
- Monthly newsletter
- Monthly activity bulletin
- Low agency fee

Do I believe in the Hemel House philosophy?

Children attending day homes need a healthy, safe, nurturing, stimulating, diverse, and non-biased environment where they are encouraged to play, explore, socialize and problem solve. This stimulates creative thinking which fosters total development.

Day home providers are childcare professionals who engage in a continual growth process to improve individual skills, to improve the quality of care given to children, and to enhance and encourage the parent/provider/Hemel House partnership through open communication.

Parents need to maintain open communication, and strive to continually improve their working relationship with their day home provider and Hemel House to ensure that their children have the best care possible.

Hemel House is a support and monitoring agency. We work continually to improve:

- the quality of care for children
- the services we offer to providers
- the working relationship with parents

Do I agree with Hemel House's objectives and goals?

1. To contribute to the Lethbridge community **safe, non-biased** day home environments where children can have fun **playing, socializing, and creating**.
2. To provide day homes where children are **nurtured, stimulated**, and allowed to be **themselves**, to be **creative** and **spontaneous** in their play.
3. To provide a **home away from home**, a **family setting** with **multi-aged grouping** of children.
4. To offer **continuity** and **conformity** of care for children.
5. To approve day home providers who present themselves in a **professional** manner and who define their role in providing high **quality child care** as a multi-faceted career.
6. To have **educated** day home providers who foster **total child development**: physical, social, emotional, intellectual, and creative.
7. To **maintain all standards, policies and procedures** of the South-Western and Family Services Day Home Manual and of the Hemel House Standards Policies and Procedures Manual.
8. To **support** and **network** with day home providers to enhance experiences and to encourage personal growth.

9. To **maintain contact** with the parents who have children in care by telephone, newsletters, in person, and through social activities.
10. To **refer** parents to proper resources for assistance.
11. To accept and positively deal with a wide range of experiences and personalities.
12. To keep **confidential** all information about children, parents and providers in the course of professional duties.

What do I need to do to become a Day Home Provider?

The following are requirements that you must meet to become an approved family day home provider. The requirements are part of the Standards of Care as outlined in the South West Child and Family Services Family Day Home Manual and the Hemel House Standards Policies and Procedures Manual.

PERSONAL

You are required:

- To be at least 18 years of age.
- To attend a Hemel House Information Meeting.
- To book and complete a pre-application visit with the Hemel House day home visitor.
- To complete the Day Home Application and to provide the required documentation.
- To have four (4) satisfactory personal references from non-relatives that address your suitability for working with/for children.
- To provide a completed criminal record check through the local police service, for yourself and all residents over 18 years and who may be in contact with children on a regular basis in your home.
- To sign a statement disclosing any prior criminal offence of any person younger than 18 years old who resides in the home
- To provide a Children's Services Intervention Record Check for yourself and all residents over 18 years and who may be in contact with children on a regular basis in your home.
- To have a medical check-up and a doctor completed Hemel House Medical Examination Form.
- To obtain proof of immunization
- To obtain a first aid certificate (First Aid in Child Care) from an approved program within three months of your family day home approval.
- To have automobile liability insurance with a minimum of \$2,000,000 liability if using your vehicle to transport day home children or a waiver signed stating that you will not transport.

- To obtain \$5,000,000 per occurrence Commercial Liability Insurance, contact Hemel House for more information. Hemel House recommends to insure expensive and fragile items under a personal property floater.
- To complete two approval visits with the Hemel House day home visitor.
- To plan and complete an adult/child activity for the Hemel House day home visitor to observe.
- To complete a day home administration meeting with the Coordinator.
- To visit and observe two operational day homes.

SAFETY

You are required:

- To have a complete first aid kit in your home.
- To develop an emergency evacuation plan and procedure.
- To have smoke detectors installed outside each sleeping area and on each level of your home.
- To have a CO detector installed in your day home.
- To obtain a 2A10BC fire extinguisher for your home.
- To adhere to the safety and health requirements as stated in the Southwest Alberta Child and Family Services Authority and the Hemel House Standards Policies and Procedures Manual.
- To have anchored car seats installed as per regulation for each child 40lbs and under, if transporting.

NUTRITION

You are required:

- To follow the Canada Food Guide when planning and preparing meals and snacks. You need to provide at least two food groups for a snack and four food groups for a meal

ENVIRONMENT

You are required:

- To keep your home environment safe, clean and sanitary.
- To have one pre-application visit and two home safety inspection visits.
- To have **sufficient** play space both indoors and outdoors.
- To have the required play materials accessible to the children. (described in the application)
- To maintain the inside and the area around the outside of the house.
- To ensure your pets are immunized and clean.

OTHER

You are to allow Hemel House staff and personnel from South West Child and Family Services access to the family day home during hours of operation.

I have decided to apply. What do I do now?

FURTHER PROVIDER APPROVAL PROCESS

To apply to become a **Hemel House day home provider**:

1. Call Hemel House at 403-328-8189 or 403-317-0853 to book a time to attend an *Information Meeting*.
2. Attend a Hemel House *Information Meeting* at which time your questions will be answered and an application packet will be given to you.
3. Book a pre-application visit to your home with the day home visitor
4. Complete the **Provider Application** and return it with all **required support forms** to Hemel House.
5. Set up the required **play areas** and **safe proof your home** before booking an appointment with the Hemel House day home visitor.
6. Contact Hemel House to set up an appointment for the Hemel House day home visitor to inspect and review your home environment - **Approval visit 1**
7. **Visit two Hemel House approved day homes.**
8. **Complete** all requirements and suggestions on the **plan of action** from the 1st home inspection.
9. **Plan an activity and do it with children** so the day home visitor can observe how you work with children.
10. Set up an appointment with the Coordinator for a **day home administration meeting**. This meeting introduces you to daily attendance records and other documents day home providers use.
11. Set up an appointment for a second home inspection and **family interview** with the Hemel House day home visitor - **Approval visit 2**

12. When ready, meet with the Hemel House day home visitor at Hemel House to **sign a contract.**

Your **First Aid and CPR in child care** must be completed within the first three months after being approved. A suggested fee schedule for family day home care is attached.

Provider Quotes

WHAT I LIKE ABOUT HEMEL HOUSE:

"Hemel House is a professional agency. The staff show concern for both parents and providers. They are willing to help whenever possible. I really enjoy the toy lending library and its resourceful books. I appreciate the immediate attention that is given to help providers deal with situations in their day home. The day home visitors are always willing to give useful information as well as good suggestions when appropriate."

"I prefer the structure and thoroughness of the agency. Hemel House treats me with respect. They are very helpful when I have concerns."

"Hemel House has always been there for me when I have needed help. Over the past 9 years anytime I needed subbing on an emergency basis they have completely taken over the responsibility. I have really appreciated having my mind at ease that my day home is looked after."

"I like the fact that Hemel house keeps us informed of policy changes and updates. We have printed policies we can refer to for backup in our day homes."

"Hemel house is a professional and respected agency in Lethbridge and area. I also like the fact that providers are 'self employed', setting their own rates and hours. Being open to suggestions, working with the providers to make improvements when necessary, and being there to support the role of the 'caregiver'."

"I was a client and was impressed with the provider I had. The standard of care is wonderful. Therefore, I wanted to provide this for other parents."

"The friendly supportive feeling that I was given when first starting my day home. The relationships and friends I have made with other providers."

"I chose Hemel House, and chose to stay with Hemel house, because of their support and the way they treat me as an adult and a professional. Thank you Hemel House!!"

"Hemel House is supportive, informative, friendly, good listeners, great bunch to work with!"

"They have always supported and helped me in whatever way they can, both personally and professionally."

"I enjoy the friendly, professional staff that is always there supportive of me with a wealth of information."

"I chose Hemel House because I wanted to be flexible to negotiate child care fees with the parents who come to me. Hemel House staff have been helpful with explaining their philosophy and procedures to me; they have been open and willing to help me in any way they can. I have enjoyed seeing the special extras Hemel House does for it's providers."

"Hemel House has allowed and helped me to grow and mature as a person, mother and provider, in my years with them. Thank you so much for your love and support!"

"I chose Hemel House and what I like about them is the support and information provided."

"Hemel House has always been there for me, both personally and professionally."

"The staff is great, very supportive and understanding. Their rules and guidelines help and support me and the parents I work with."

WHAT I LIKE ABOUT BEING A DAY HOME PROVIDER:

"Being a provider gives me an opportunity to help children grow and develop in a positive atmosphere. I love the unconditional love and acceptance children give each other. I enjoy learning from children and hope I can always provide them with positive examples and attitude for their future lives."

"I like being a provider because it gives me self-worth."

"At the time I wanted to become a provider I was a parent in the program, and at that time I decided I could do better as both parent and provider."

"I love spending my day developing and growing these little people and the close contact with the parents."

"I enjoy being home to look after my own children and still making a living."

"I enjoy being a provider because it allows me to be at home with my children and it enables me to set my own hours. My children benefit from having other children to play with, in addition to learning to play together it teaches them to share."