

MFS Europe

Emergency Childcare (ECC): Policies, Procedures, & Forms

May 2015

Table of Contents

Emergency Childcare Policies- Applicability	3
ECC Policy Implementation	4
Appendix:	
Application for Emergency Childcare	5
Receipt & Request for Reimbursement for ECC	6
Disclaimer for Reimbursement of Self-Selected Childcare Provider	7
Emergency Childcare Provider Application	8
Optional Home Safety Checklist	9
Checklist for Self-Selecting a Childcare Provider	10

MILITARY FAMILY SERVICES PROGRAM – POLICY INSTRUCTION EMERGENCY CHILD CARE

The modern military family faces challenges that are not found in many other home or work environments. The Canadian Armed Forces (CAF) members work a more diverse schedule, typically longer than the normal eight hour day. Frequent relocation and deployment is a reality for many CAF families causing disruptions to the home and routine.

The Emergency Child Care (ECC) Policy within the Military Family Services Program (MFSP) provides families with support by facilitating their short-term emergency child care requirements. The resilience of the CAF family is enriched through support during uniquely challenging conditions of the modern military family life as it relates to child care.

This ECC policy supersedes all previous MFSP child care policies.

1. ECC POLICY APPLICABILITY AND SCOPE

The ECC policy supports the modern military family in the following circumstances:

- 1.1. When CAF personnel are required to report for duty on short notice or are absent due to a military-related tasking, and neither their primary nor secondary child caregiver as identified in their Family Care Plan (FCP) is available to care for their children;
- 1.2. When CAF personnel are absent due to a military-related tasking (including the pre- and post-deployment phases), and the family requires a period of respite from child care responsibilities for continued health and well-being;
- 1.3. When CAF personnel requires short-term temporary child care in order to secure essential necessities (e.g. search for housing and employment, etc.) when newly posted, up to a maximum of 3 months after posting;
- 1.4. When CAF personnel or any of their family (including dependents of single serving members) are seriously ill/injured and participation at medical, mental health or social support service appointments is required, or respite from child care is necessary to aid in their recuperation; or
- 1.5. When CAF personnel or any of their family (including dependents of single serving members) have died and the family needs support through the repatriation, funeral and bereavement process.
- 1.6. With today's operational tempo and the modern military family, emergency child care assistance may be required in different circumstances than covered above, therefore requests may be approved at the discretion of the MFSE Manager or Regional Manager. In exceptional cases and to ensure consistent expectations, the family will be advised that their situation is outside of the policy guidelines.

2. ECC POLICY IMPLEMENTATION

- 2.1. CAF personnel must submit their completed FCP (DAOD 5044-1A;) to their unit identifying primary and secondary caregivers that are available in the event of an emergency or military tasking. The FCP must be updated regularly and be accessible to the local MFSE centre, to enable them to provide services quickly. CAF personnel must ensure their family is connected with MFSE, in order to take advantage of services. CAF families are strongly recommended to file an Emergency Child Care Plan with the local MFSE or with a trusted friend whose contact information is provided to the local MFSE.
- 2.2. Military families who require short-term emergency child care, due to their unique lifestyle, may solicit support from their local MFSE.
- 2.3. MFSE assess ECC need and eligibility on a case-by-case request basis in accordance with section 1. If supported, MFSE may subsidize a family's ECC request through direct child care services, expense reimbursement or through the coordination of independent child care services on a short term basis. A military family may be eligible for **up to 96 hours** of subsidized child care, or in special circumstances, reimbursement for child care expenses. If a military family requires more than 96 hours of child care, the situation will be assessed on an individual case basis and approved accordingly, by the local MFSE Community Services Manager.
- 2.4. If an emergency child care provider is selected by MFSE, that provider must be screened and registered. (*Forms available through MFSE.) The family may select an alternative emergency child care provider, who is not screened or registered by MFSE provided that:
 - 2.4.1. The selection of the child care provider is in the best interests of the child and the family;
 - 2.4.2. The family signs a disclaimer waiver releasing MFSE from any liability or responsibility for caregiver screening/selection (Disclaimer form available at end of document);
 - 2.4.3. The costs do not exceed MFSE-established rates and must be approved prior to ECC provision; and
 - 2.4.4. The family is aware upfront that receipts will be required for total cost that verify dates/times of care provided and caregiver information in accordance with generally acceptable accounting principles such as name, address and social insurance number.
- 2.5. MFSE monitors, oversees and reviews the implementation of this policy. MFSE provides implementing regulations or guidance to CAF families.
- 2.6. Each MFSE location is responsible for forecasting the funding requirements for ECC, contingent on the service delivery statistics and the expenditures on an annual basis, as directed by MFSP. Although excess funds can't be carried over from year to year, families in need of emergency child care services will not be denied, due to a lack of funding. If a location has insufficient funds for emergency child care services, the opportunity exists to apply for additional funds through MFSP, if the service is required. MFSE locations report regularly on both service delivery statistics and expenditures as per MFSP direction, maintaining confidential documented records accordingly for a period of **5 years**.



Application for Emergency Childcare

A division of CF Morale & Welfare Services
 Une division des Services de bien-être et moral des FC

Name:	
Address:	
Home Phone:	
Cell Phone:	
Email:	
No. of Hours Requested:	

Name of Child	DOB	Physical/Health/Medication Information

*Please use reverse of form for additional children or to further elaborate on specific dietary or medical needs.

Emergency Childcare request is related to: (circle applicable)

CAF work related absence Newly posted Illness/Injury Death in the family Other

Please initial and sign the following:

	I understand and agree to comply with Emergency Childcare service guidelines.	
Signature		Date



Receipt & Request for Reimbursement for Emergency Childcare

Name of Childcare Provider:		
Date childcare provided	Number of hours	Name and age of children
Total Hours		
Rate		
Total Payable to Provider		

I acknowledge I have provided the above childcare.

Childcare Provider's Signature

Date

Name and Address of CAF Family

Name:	
Address:	
Home Phone:	
Email:	

CAF Family Banking Information

Bank Name:	
Account Number:	
IBAN Number:	
Branch Number:	

Please initial and sign below:

_____ I am requesting reimbursement for childcare that was provided for **Emergency** purposes.

_____ I will absorb any/all fees related to a deposit into a non-European account.

I declare that I have read, understood and am complying with the guidelines of Emergency Childcare Services.

Signature of Parent/Guardian

Date



Disclaimer for Reimbursement of Self-Selected Childcare Provider

By signing below, I acknowledge that I will receive reimbursement from MFSE to pay for the costs associated with the respite childcare of my child/children by

_____ (name of caregiver)

The hourly rate reimbursed by MFSE will be €12 per hour (or £10 per hour in the UK).

I agree to the following:

- MFSE has *not* investigated the quality of the services provided by this person or the qualification to provide childcare services, and during the provision of childcare, does not supervise the care giver in any way.
- MFSE makes no representations about the character, quality or caliber of this person and cannot, therefore, endorse or recommend their services.
- MFSE has offered me name/s of childcare providers who have had a screening, background check or who have provided an appropriate license that allows them to provide childcare in the host country.
- The final decision regarding the care of my child or children is my responsibility.
- The purpose of the childcare for which MFSE is reimbursing me is respite childcare for my child/children and in accordance with the Emergency Childcare guidelines of applicability.
- I will provide receipts from and contact information for my childcare provider before MFSE can reimburse me.
- MFSE has provided me with tools, guidelines and/or resources for aiding me in choosing a childcare provider.
- MFSE recommended that I ask potential childcare providers for references and a clean Criminal Record Check for persons working with the vulnerable sector.

I declare that I have read, I understand and will comply with the above.

Print name of Legal Guardian _____

Signature of Legal Guardian _____ Date: _____

Signature of Witness: _____ Date: _____



Emergency Childcare Provider Application

Applicant's Name:			
Spouse's Name:			
Home Address:			
Home Telephone:		Cell Phone:	
Work Telephone:			
Unit or Organization:			
Applicant's Email:			

Do you have children? Yes ____ No ____

➤ If yes, how many? ____ What are their ages? _____

What language is spoken in your home? English ____ French ____ Other _____

Do you have any pets? Yes ____ No ____

➤ If yes, what kind _____

Do you or any of your family members smoke? Yes ____ No ____

Would you be willing to provide childcare over night? Yes ____ No ____

Would you be willing to provide childcare in the child's home? Yes ____ No ____

Would you be willing to provide childcare in your home? Yes ____ No ____

➤ *If yes, be aware that a client/family in need may want to visit your home prior to allowing childcare services.*

Are you certified in Standard First Aid & CPR? Yes ____ No ____

➤ If yes, please provide a copy of the certificate.

An Enhanced Reliability check or the submission of a current clear Criminal Record Check for work with the vulnerable sector needs to be completed for you, your spouse and any dependents residing with you age 18 years or more. Are you, your spouse, and any of your relevant dependents willing to complete a security check? Yes ____ No ____

Applicant's Signature: _____ **Date:** _____



Optional Home Safety Checklist for Childcare Providers

Items for Inspection	Checked	Observations/Notes
Overall atmosphere is welcoming and child-friendly.		
Home is clean and tidy.		
Furniture, equipment, & toys are clean and in good repair.		
Inside play areas are easily supervised and well lit.		
Home is equipped with working smoke detectors, fire extinguishers, and has minimum 2 emergency exits.		
Cleaning supplies, medications, and other hazardous materials are inaccessible to children.		
Stairs are safe (clear, handrail, & have option of gates or doors for toddlers).		
Kitchen is stocked with healthy and age appropriate food.		
Beds are available for guest children; bedrooms have windows or emergency exits.		
Outdoor play area is safe; fenced in, good visibility for supervision, clear of dangerous lawn equipment, etc.		
Family vehicle is in good repair and has appropriate car seats & safety devices.		
Home has First Aid kit and Emergency Contact phone list.		
Family members show a positive and caring attitude, and are willing to share their home.		

Checklist for Self-Selecting a Childcare Provider

THINGS TO DO:

- Interview your prospective caregiver by phone.
- Ask for references.
- Find out what their prior experience is and what qualifications they have, ie: Early Childhood Education/Child Development, Baby Sitter's Course, and Standard First Aid & CPR.
- Set up a meeting between you, your prospective caregiver, and your child(ren) to see if they're compatible: Do they interact well? Are they patient? Are they firm and fair? Do they enjoy working with children? Are they aware of age-appropriate games and activities? Are they capable of following your rules and instructions? Do(es) your child(ren) like them?
- Be clear and discuss both parties' expectations before leaving your child(ren) alone with the caregiver.
- Consider drafting a contract between parents and caregiver.
- Give them a tour of your home (include your child(ren)); show them how to operate appliances and doors, where things are, what your child(ren) can and cannot use, emergency equipment and exits.
- Visit and inspect the caregiver's home if your child(ren) will be there.
- Leave your caregiver with a list of emergency contacts; how to reach you, as well as a friend or neighbour close by if you cannot be reached.

THINGS TO DISCUSS:

- Time period of care: Will this be a regular contract? What is the start time for your caregiver and expected return time for you?
- Compensation and method: How much do they charge per hour? Per child? Will you pay them each time, or on a weekly/monthly basis? Would they like cash, cheque, or bank transfer?
- Location: Your house? Caregiver's house? An alternate location?
- Transportation: How will your caregiver get to and from your house? Or, how will your child(ren) get to and from the location of care?
- Specifics about your child(ren)'s needs: dietary, allergies or medical conditions, toilet use, behaviour, or any other "need to know" information.
- Specifics about rules and boundaries for your child(ren). ie. bed times, consequences of good or poor behavior, sibling cooperation, TV or computer usage, etc.
- Expectations regarding what your caregiver can and cannot do while looking after your child(ren). ie. alcohol consumption, inviting friends over, use of PC, etc.

**Please note this checklist is only a sample of suggested criteria. It is the parent's responsibility to investigate the character and caliber of the caregiver if they are self-selecting a caregiver for Respite Childcare services.*