

The Macaulay
Child Development
Centre



Home Child Care Program

Parent Handbook

January 2018

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Welcome to Macaulay

Welcome to our Home Child Care Program. We look forward to working with you and to giving your child the best possible care.

This Parent Handbook gives you basic information about our Home Child Care Program. If you have more questions, your Home Child Care Consultant will be happy to answer them.

The Macaulay Child Development Centre began in 1932. We are a multi-service early learning, child care and family support agency. We work with families to help children reach their full abilities.

Macaulay Services

Macaulay provides a range of programs and services to support families and children, including:

- Licensed home child care
- Licensed child care centres
- EarlyON Child and Family Centres
- Family and early literacy programs
- Homework Clubs
- Parenting groups for mothers, fathers and caregivers
- In-home parent education and support
- Speech and language services for preschool children
- Services offered in various languages
- Consultation services

Our Agency Mission

Macaulay Child Development Centre fosters the optimal development of children in partnership with their family and community.

Our Agency Vision

All children achieve their greatest potential within caring, responsive families and communities.

Our Agency's Commitments:

- ❖ We believe all children are important
- ❖ We treat everyone with respect
- ❖ We value diversity and strive to eliminate barriers
- ❖ We build on individual, family and community strengths
- ❖ We work with children and families in the context of their environment
- ❖ We are committed to integrity and accountability
- ❖ We engage in lifelong learning
- ❖ We listen to our communities and use research to keep our services effective
- ❖ We value partnerships and team work
- ❖ We share our knowledge and experiences with others

Macaulay's Licensed Home Child Care Program

Macaulay's Home Child Care Program provides child care for children from infancy to 12 years old. We provide flexible hours of care (days, evenings & weekends) as agreed by parent and provider. We are licensed by the Ontario Ministry of Education. We are licensed under the Child Care Early Years Act of Ontario and meet the additional standards of the City of Toronto Home Child Care Assessment Tool for Quality Improvement.

In our Home Child Care Program, we work hard so that your child receives

excellent care in a family setting. We do this by:

- carefully screening providers, including a Vulnerable Sector Police Reference Check
- visiting provider homes to make sure Ministry Standards and City requirements are met including current Standard First Aid training
- giving education, information and support to Providers
- providing advice about how to help each child develop
- identifying any problems a child may be having
- working with the family and provider to see that each child's needs are addressed.

Your provider and home child care consultant work together to help your child grow up healthy and happy. They plan activities that are right for each child's age and good for their development, such as:

- different indoor and outdoor activities
- games, arts and crafts, interesting toys to play with
- routines based on your child's needs
- healthy meals and snacks
- neighbourhood outings to places such as the park, and the library
- visits to EarlyON Child and Family Centres where your child can play with other children.

Our Program Statement

Macaulay’s Home Child Care Program: Excellent care for children in a family setting

Macaulay’s programming and teaching approach is guided by the Ministry of Education’s document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years.” We recognize that every child is capable, curious, and full of potential.

Our goals for the children in our program:

- They will have a sense of belonging. They will feel connected to others and know they can contribute to their world.
- They will develop a sense of self, health, and well-being.
- They will be active and engaged learners. They will explore the world with body, mind, and senses.
- They will learn how to express themselves in many ways and become good communicators.

How we foster a sense of belonging:

- We build positive, caring, responsive relationships with children.
- We value and respect diversity.
- We are sensitive to the needs of each child.
- We connect the child to the community around them.
- We encourage children to do things together and communicate with one another.
- We create a sense of family among all the children and adults in the home-care setting.

How we promote children’s health, safety, and well-being:

- We serve healthy foods that follow the Canada Food Guide.
- We make sure that our child care settings—including the home, parks, and other places in the community the children visit—are safe and hazard-free.
- We supervise the children at all times.

- We provide a varied schedule for the children. This includes indoor play, outdoor play, meal time and rest time. We take into account the needs of each child.
- We build positive, caring, and responsive relationships with each child.

How we encourage children to act and communicate in positive ways:

- We teach children how to interact in a positive way. We act as role models.
- We foster children’s self-esteem.
- We encourage communication and expression in all forms.
- We help children resolve issues and ‘self-regulate’—for instance, by supporting them when they are upset and struggling to regain their composure.

How we foster children’s creativity, curiosity, and imagination:

- We provide settings and experiences that encourage children to explore, play, and ask questions.
- We provide high-quality, age-appropriate toys and materials that children can use in different ways.

How we value our partnership with parents.

- We recognize that parents are their children’s first and most important teachers.
- We give parents the chance to get involved in their child’s daily care program in meaningful ways.
- We communicate with parents in many ways about the program and their children. For example we share information at the beginning and end of each day. We also post menus and programs and we discuss these plans with parents regularly.

How we get community partners involved in supporting children and families:

- We take part in community programs with the children.
- We link families to community supports.

About this program statement

Macaulay Child Development Centre provides ongoing professional development to staff, home child care providers, students, and volunteers. This supports them in understanding and implementing this program statement.

With input from staff, providers and parents, Macaulay ensures that the approaches in this program statement are implemented and evaluates the impact for children and families. We track our results in writing.

Everyone involved in the Home Child Care program must read and reflect on this program statement before they begin to work with children and whenever the statement is updated.

Role of the Home Child Care Consultant

Your Home Child Care Consultant gives you and your Provider support. She will:

- visit your Provider's home monthly
- make sure that your children's care meets government standards
- give information and advice to help your Provider meet the needs of your children
- provide educational workshops for Providers and parents
- help you with your concerns
- tell you about the other services Macaulay offers
- tell you about other services in the community
- help you find other child care if your Provider is not able to give care
- provide you with information about how your child is doing at the child care home.

Your Consultant will contact you on a regular basis. Please call her whenever you have questions or concerns.

Role of the Provider

Your Provider is responsible for giving high quality child care. This means providing:

- a safe and healthy environment
- one nutritious meal and two snacks each day
- group and individual activities for children; activities to promote gross and fine motor skills, language and cognitive skills, social and emotional development
- active and quiet play
- indoor and outdoor activities every day
- toys and equipment (such as playpens and strollers) that are age appropriate for children in care
- all equipment, materials and toys that meet government standards
- neighbourhood outings to places such as to parks, libraries and EarlyON Child and Family Centres
- a quiet, safe area for rest time that suits your child's age and needs

Your Provider is responsible to:

- supervise your child at all times
- provide a varied program of activities that help your child develop and be happy
- post the schedule of activities in the day care home for you to see
- follow the approaches in the Home Child Care Program Statement
- tell you as soon as possible if she cannot give care, so that you can make other plans
- set a regular time to talk with you about your child's activities and progress

Parent Responsibilities

Parents play an important part in making sure their children receive high quality care. Your Home Child Care Consultant and Provider will work with you to make sure your child's needs are met.

Give your Provider all the information she needs to take care of your child. Tell her:

- about your child's daily activities, and about any special food needs or allergies.
- your current information – home and work telephone numbers, emergency contact people and phone numbers so your Provider will be able to reach you in case of an emergency
- if your child will be away for any reason.

Give your Provider what she needs to take good care of your child. Be sure to bring:

- baby formula, bottles, and baby food for children under one year old
- diapers and diapering products
- special toys or other things (such as a blanket) that your child uses for comfort
- a complete change of clothes that is appropriate for the weather

Make sure your child is ready and able to take part in a busy child care day.

- give your child breakfast before going to your Provider's home.
- keep your child home if your child is too sick to take part in daily activities at the Provider's home.

It is very important that you:

- pick up your child at the time you have agreed with the provider.
- sign the provider timesheet once a month, once you have checked it and agree that your child's attendance is correct.

Fees

Before you start in the Macaulay Home Child Care Program, your Consultant will tell you the daily fee and you will complete a Fee Payment Form.

You must pay fees by automatic deduction, credit card, on-line banking or post-dated cheques/money orders. Make your cheques payable to Macaulay Child Development Centre.

You must pay for the days that your child attends and when your child is away sick or on holidays. This is because the Provider is set up to provide care on those days.

The accounting department will send you regular statements that show your payments, and any amounts you still have to pay.

If you wish to receive your statement by email, you can notify the Accounting Department.

It is very important to pay your fees on time. If you are having difficulty paying your fee, please talk to your Home Child Care Consultant right away. If you don't pay your fees, you will lose your child care space.

A copy of our current Schedule of Fees is attached to this guide.

Holidays

The Macaulay Child Development Centre is closed on statutory holidays. Providers do not usually provide child care on these days. You may be able to make special arrangements with your Provider if you need care on a statutory holiday. The statutory holidays are:

- * January - New Year's Day
- * February - Family Day
- * April - Good Friday
- * May - Victoria Day
- * July - Canada Day
- * August - Civic Holiday
- * September - Labour Day
- * October - Thanksgiving
- * December - Christmas Day
- * December - Boxing Day

If you have a child care subsidy from Toronto Children's Services, remember that their policy limits absences to 35 days a year. This includes sick days, vacation days and any other absence.

If you have questions about holidays, please talk to your Home Child Care Consultant.

Meals and Snacks

Your Provider will do her best to make healthy meals and snacks that your child enjoys.

Children who stay for the whole day will be given lunch, a morning snack and an afternoon snack.

You may wish to have the Provider give your child breakfast. If she agrees to do this she will ask you to bring the food or pay extra.

Talk to your Provider or Home Child Care Consultant if your child needs any special foods.

If your child stays for lunch at school, you must supply the lunch.

If your child is under one year of age, you must provide your baby's food, with written instructions for feeding. If you wish, your Home Child Care Consultant will be happy to help you write these instructions. Please put the child's name on the bottles/drink cup/baby food/feeding spoon/dish.

Back-up Care

From time to time, your Provider may not be available to provide care. This may be for a day or for a longer period of time.

When a provider is not available, back-up care with another Macaulay provider can usually be arranged. Back-up care is arranged through your Home Child Care Consultant.

Back-up care for your child can only be provided with your permission. You have the right to say no to any back-up care arrangement.

Dropping Off and Picking Up Your Child

Hours of care

On your first visit, you and the Provider will talk about the hours of care and will agree to a drop off and pick up time. It is important to keep to these times so that your Provider can plan her schedule. If you need to change your agreement, talk to your Provider.

Talk to your Provider every day

It is important to take your child right to your Provider's door each day. Tell your Provider about anything unusual, such as signs of illness, not sleeping or eating

well, marks or bruises, important family events, and so on. At the end of the day, try and take a few minutes to ask your Provider how the day went.

Who can pick up my child?

Your Provider will only let your children leave with you or with another adult that you choose. Please tell your Provider ahead of time if someone else will be picking them up. When the person picks up your children, the Provider will ask to see identification.

If you are late

Please do everything you can to arrive on time at the end of the day. If your child is picked up late, the Provider has the right to charge you a late fee. If you think you may be late, please arrange for someone else to collect them, such as a family member or friend. Call your Provider to tell her about your change of plans.

If your child is not picked up at the expected time, your provider will contact someone from your list of emergency contacts. If she can't reach anyone who is able to pick up your child, she will call the Children's Aid Society.

Walking To School

Your Provider will escort your child to and from school, unless you have given consent for another person, who is at least 18 years old, to do the escorting.

Your Child's Health

Medical Information

You must give medical information about your children to Macaulay before starting the Home Child Care Program. Toronto Public Health also requires you to keep your children's immunizations up-to-date.

Families who choose not to have their child immunized must obtain an affidavit stating this decision. The forms for this affidavit are available through Toronto

Public Health. Please call Toronto Public Health at 416-392-1250 for further information.

If your family needs information about how to obtain child immunizations without a health card please ask your Home Child Care Consultant or our Home Child Care Supervisor.

When your child gets sick

You should **not** take your child to the Provider's home if:

- your child is too sick to take part in the activities at your Provider's home
- your child has high fever, diarrhea or vomiting
- your child has a contagious disease that could be passed to other children

If your child is sick in the morning, make arrangements for your child to stay at home. If your child gets sick during the day, your Provider will call you. She will take care of your child as best she can until you come.

If your child has been away for 10 days or more because of a serious illness, please bring a note from your doctor saying that your child can return to the program. Your Provider may ask for a note after less than 10 days if she is concerned that your child is still seriously ill.

Medicine

Providers are allowed to give medicine that the doctor prescribes. You must sign a form giving instructions. Give the medicine to your Provider in the same container it came in.

If your doctor wants your child to take an over-the-counter or non-prescription medicine, you must get a doctor's letter for the Provider. This letter should tell the Provider what the medicine is, how much to give, and when to give it to the child.

Specialized Care due to Medical Needs

An Individualized Plan for Children with Medical Needs is completed by the parent/guardian of a child who requires specialized care due to medical needs (for ex: asthma or food allergy). You are to include input from a doctor or regulated health professional who is involved in child's care. This form is available from your HCC Consultant.

Medical Emergencies

In the event of an emergency involving your child, we will:

- Call 911
- Administer first aid until medical assistance arrives
- Call you or the emergency contact if you cannot be reached

Allergy Alert

Macaulay Child Development Centre makes every effort not to use foods or materials containing nuts or nut products. Some children and adults have life threatening allergies to these ingredients. Please be careful that your child does not bring anything to the provider's home that might contain nuts or nut products.

Please let us know if your child has any allergy that requires medication and make sure you fill out an Individualized Plan for Child with Medical Needs form.

If your child has a life threatening allergy, please inform your Provider and Home Child Care Consultant before your child starts so that the appropriate measures can be taken. An individual plan is required for any child who has a life threatening allergy. (See Life Threatening Allergies Policy below).

How You Can Get Involved

Your child is now part of another home for many hours each week. No two homes are the same, and your child may feel some confusion. You can do a lot to make your child happy in this new routine.

Talk to your Provider every day

Share information with your Provider about your child. What rules do you have? What child care practices do you follow? Talk about your child's interests, and what's new in your family life. Make time to meet with your Provider and talk about your child's progress and development. We believe that co-operation and respect are the keys to a successful child care placement.

Stay in touch with your Home Child Care Consultant

Our focus is on the child as a family member. We want to work with you to make sure your child gets the best possible care. Your Home Child Care Consultant will stay in touch with you. Please call her with your thoughts and concerns.

Come to our parent advisory meetings and special events

At Parent Advisory meetings we talk about important issues in child care. You can make suggestions about how Home Child Care can be improved to better meet the needs of you and your child. Talk to your Consultant if you would like to know more.

Become a member

You can become a member of Macaulay and vote at our Annual General Meeting. Talk to your consultant if you would like to sign up.

POLICIES AND PROCEDURES

Child Guidance Policy

At Macaulay, we believe that if you treat children with respect, it improves their self-esteem. We recognize and support positive ways of encouraging children to become responsible and caring people.

We expect Providers to:

- treat children with respect
- respect and value all cultural groups
- create a climate of trust in their homes
- use positive ways to guide how children behave
- supervise children at all times

Providers are not allowed to:

- use physical punishment, such as spanking or rough handling or withholding of food, shelter or clothing
- use emotional or verbal punishment which includes humiliating or undermining a child's self-respect, threatening with words or gestures, swearing, harassment, yelling, sarcastic language, discriminatory remarks, talking about a child in a negative way in front of others, labeling or stereotyping a child.
- neglect or ignore a child's needs which includes leaving children unsupervised or under-supervised, not taking care of physical needs, having an environment that puts a child's health and safety at risk
- isolate a child in a locked or lockable room
- lock an exit for the purpose of confining a child
- physically restrain a child, except in an emergency

If you want the full copy of our Child Guidance Policy, please ask your Home

Child Care Consultant.

If you have any questions or concerns about child guidance practices in the day care home, please call your Home Child Care Consultant or the Program Supervisor.

Child Accident Procedures

This procedure is followed when a child has an accident that requires attention by a medical or dental professional or that requires first aid.

Your provider will treat injuries that require first aid and report them to you by phone. For injuries that may require further attention, your provider will discuss next steps with you during the call.

For emergencies, see medical emergencies section above.

For any accident, your provider completes and signs an accident report form and gives you a copy.

Code of Conduct

Macaulay Child Development Centre is committed to providing everyone a setting that is safe and respectful. Therefore, each person at Macaulay must:

- Obey the law
- Act with fairness and respect
- Not harm anyone physically, verbally or emotionally
- Uphold the Human Rights Code; act without prejudice or discrimination
- Act in the best interest of children

Confidentiality and Consent Policy

Macaulay will not share personal information about you or your child with anyone outside the Agency unless we have your permission.

The only exception to this is if we are required to share information by law.

Diversity, Equity and Inclusion Policy and Procedure for Handling Human Rights Complaints

Macaulay is committed to treating every person with respect and without discrimination. Diversity is valued and reflected in all of our work and relationships. Staff, providers, students, volunteers and service users work to make the agency accessible and inclusive at all levels.

We will not allow any form of prejudice, racism, discrimination or harassment on a systemic or personal level.

Macaulay is committed to creating environments that are safe, supportive and free of racism and discrimination. Should a racial or discriminatory incident occur, we will address the issue as outlined in our procedure.

If you would like a copy of our Diversity, Equity and Inclusion Policy and the Procedure for Handling Human Rights Complaints, please ask your Home Child Care Consultant.

Life Threatening Allergies, including Anaphylaxis Policy

Anaphylaxis is a severe allergic reaction that can be life threatening. This allergy may be related to food, insect stings, medicine, latex, or exercise.

Macaulay tries to reduce the risk that someone will be exposed to significant allergens in our programs and workplace settings. At events organized by staff we avoid using food or materials that may contain significant allergens such as nuts or nut products. We also advise providers to avoid using food or materials containing significant allergens.

In Home Child Care, if we know that a child has an anaphylactic allergy, we develop an individual plan and emergency procedure with input from the child's parent/guardian and doctor.

The parent/guardian or doctor trains the provider and those who live in her home, the consultant and any Macaulay student or volunteer who will be with the child during child care hours about what to do if the child has an anaphylactic reaction.

If you want a full copy of Macaulay's Life Threatening Allergies Policy, please ask your Home Child Care Consultant

Safe Sleep Procedures

The Child Care Early Years Act (CCEYA) requires home child care providers to take the following steps so that sleeping children are safe.

- Conduct a direct visual check periodically on each sleeping child. This also includes children who are in care overnight
- Look for signs of distress or unusual behaviour
- Write down when they conduct a check and keep these records
- Place children up to 12 months on their backs for sleep. This is to reduce the risk of Sudden Infant Death Syndrome.

Serious Occurrence Reporting Procedure

A Serious Occurrence is addressed immediately and reported to the Ministry of Education. This Ministry is responsible for Home Child Care licensing.

Examples of a Serious Occurrence are a life-threatening injury or a missing child.

If there is a serious occurrence, a Notification Form is posted for 10 days at the provider home where the incident occurred. The posting includes information about what happened and any follow-up. Details are not given to protect the privacy of individuals involved.

Please ask your provider where she would post the Form if there was a serious occurrence in her home.

If you would like a full copy of our Serious Occurrence Reporting Procedure, please ask your Home Child Care Consultant.

Smoke Free Policy

According to Ontario Law, smoking is not allowed at the Provider's home. "No Smoking" signs are posted. Ashtrays are not allowed. Smoking is not allowed at any time in a provider's home even when children are not present. Smoking is not allowed at any time in a provider's backyard if children in care ever play there. Smoking is not allowed in the garage, front yard or driveway when children are present. Anyone who refuses to follow these rules is asked to leave.

If daycare children are transported in a vehicle, smoking is not allowed in the vehicle whether the vehicle is moving or parked.

If you would like a copy of our complete Smoke Free Policy, please ask your Home Child Care Consultant.

Students and Volunteers

Macaulay Child Development Centre encourages community involvement in the delivery of its services and programs. Macaulay recognizes its role in developing a healthy community through volunteers, students and leadership development.

Macaulay volunteers and students do not replace staff or providers. They work in support of the efforts of Macaulay staff and providers. They are supervised by Macaulay staff when with children; they are not permitted to be alone with children.

Suspected Child Abuse or Neglect Policy

The Ontario Child and Family Services Act says that any adult person must report promptly to a children's aid society if they suspect a child needs protection.

Macaulay recognizes the right and responsibility of each of its staff, providers, students, volunteers and parents to report immediately any concerns about abuse or neglect of a child.

By law, Macaulay staff and providers have the Duty to Report directly to a Children's Aid Society any information they may have about suspected child abuse or neglect. If it is necessary for Macaulay to call a Children's Aid Society about your child, we will:

- keep the report to children's aid society confidential and protect your privacy as best we can
- talk to you about our report to children's aid society as soon as the children's aid society gives us permission. Most of the time, this means after the children's aid society contacts you
- offer you and your child all the support we can.

If you would like a copy of our complete Suspected Child Abuse or Neglect Policy, please ask your Home Child Care Consultant.

Waitlist Procedure

Macaulay is aware that families often experience long wait periods for child care. Therefore, we keep waitlists to manage access to our programs in a fair, equitable and consistent manner.

Waitlists are updated on an ongoing basis. There is no fee to place a child on a waitlist. Parents are welcome to contact Macaulay for an update of their child's status on the wait list at any time. Privacy and confidentiality of the wait list information is maintained at all times.

Home Child Care maintains a central waitlist that is referred to whenever a Home Child Care space becomes available.

Spaces are offered on a first come first serve basis except for the following priority considerations: geographic location, ages of the children to meet statutory guidelines, parental and provider preferences, siblings of children currently enrolled.

Water Safety Policy

The safety and well-being of children is critical. Preventing the risk of drowning, injury or the transmission of disease is a priority.

Macaulay does not allow the use of or access to any standing or recreational body of water, for any child in the home child care program while in the care of the provider.

Also, any standing body of water or swimming pool that is on a provider's premises must meet local by-laws requiring private residences with standing bodies of water, pools etc. to have an enclosure (e.g. fence and a latched gate).

If you would like a copy of our complete Water Safety Policy, please ask your Home Child Care Consultant.

We Want to Hear From You

We want to give you and your family the best possible service. We need your ideas and suggestions. If you have any concerns about the service that you are getting, we want to work with you to solve the problem as quickly as possible.

Talk to your Provider and Home Child Care Consultant as soon as you believe there is a problem. If you are not happy with the solution, call the supervisor of the Home Child Care Program directly. Ask for a copy of our We Want to Hear From You brochure. This outlines the steps for making a complaint, and how complaints are investigated.

Tell us when you are pleased with our work. We appreciate hearing from you. If we know what you like or what is working for you, we will do our best to keep doing that. Consider writing a letter about how you have benefited from our service.

Withdrawal/ Leaving the Program

Giving notice

When the time comes for your child to leave our Home Child Care Program, you must give two weeks' written notice. This gives your provider, your child and the other children in the home the time to prepare to say good-bye to each other.

If you receive a subsidy, your child must attend care for the final two weeks before withdrawal.

If you withdraw your child without giving notice, you will be charged one week's fee.

Paying fees

Please make sure that your fees are fully paid on your child's last day. Parents who receive a subsidy through Toronto Children's Services may not be allowed to transfer to another child care program if their fees are not fully paid.

Temporary Withdrawal

If you withdraw your child temporarily from the program, we will not be able to save a space for you. If you would like, we can place your child on the wait list.

Macaulay strives to provide inclusive services that meet the needs of individual participants. However, in the event you or your child violate an agency policy or pose a safety risk, Macaulay can withdraw or suspend service. Before we do this we will take steps to resolve the situation so service can be maintained.

Thank You for Being a Part of Macaulay

While you are a part of our Home Child Care program, you are also a part of the Macaulay family. Macaulay offers many programs and services for children and families. For more information, talk to your Home Child Care Consultant or check out our website www.macaulaycentre.org.

Important Information

Macaulay Child Development Centre

Main Office:
2010 Eglinton Avenue West
Suite 400
Toronto, Ontario
M6E 2H3

Telephone: (416) 789-7441

Fax: (416) 789-4719

Email: hcc@macaulaycentre.org

Website: www.macaulaycentre.org

Office Hours: 9:00 a.m. - 5:00 p.m.

Your Home Child Care Consultant is: _____ ext: _____

Email: _____

Home Child Care Program Supervisor: Judy Wang at ex: 223.

Email: jwang@macaulaycentre.org

Please make sure that your Home Child Care Consultant and Provider have:

- an up-to-date phone number and email address where they can reach you
- your current address
- an up-to-date list of people and phone numbers they can call in an emergency