

# PARENT HANDBOOK

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## **Welcome to Macaulay**

Welcome to our child care centre. We look forward to working with you and to giving your child the best possible care. This Parent Guide gives you an overview of our centre practices.

The Macaulay Child Development Centre was established in 1932. It is a multi-service child care and family support agency.

We work to foster the optimal development of all children, including those with special needs, in partnership with their family and community.

### **Our Agency's Commitments are:**

- ❖ 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 life-long 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 Services**

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

- Licensed child care centres
- Licensed home child care
- Ontario early years centres
- Family and early literacy programs
- Homework clubs and Afterschool programs
- Parenting groups
  - for mothers
  - for fathers
  - for caregivers

- In-home parent education and support
- Speech and language services
- Consultation services
- Services offered in various languages

If you would like more information about any of our programs and services, please speak with your centre supervisor.

### **Centre's Information**

Macaulay Website: [www.macaulaycentre.org](http://www.macaulaycentre.org)

Dovercourt Centre (18 months – 12 years)	Licence capacity: 137 children Dovercourt Public School 228 Bartlett Avenue, Toronto, ON M6H 3G4 Telephone: 416-516-8367, Fax: 416-516-8367
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Humberwood Centre (18 months – 12 years)	Licence capacity: 215 children 850 Humberwood Blvd, Toronto, ON M9W 7A6 Telephone: 416-394-4766, Fax: 416-675-7634
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Jane Street Centre (0 – 4 years)	Licence capacity: 62 children 610 Jane Street, Toronto, ON M6S 4A6 Telephone: 416-769-8021
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Regent Street Centre (0 – 4 years)	Licence capacity: 44 children 48 Regent Street, Toronto, ON M6N 3N9 Telephone: 416-653-8322, Fax: 416-653-2436
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Keelesdale (30 months – 12 years)	Licence capacity: 106 children Keelesdale Public School 200 Bicknell Avenue, Toronto, ON M6M 4G9 Telephone: 416-394-4222
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Warren Park (30 months – 12 years)	Licence capacity: 108 children Warren Park Junior Public School 135 Varsity Road, Toronto, ON M6S 4P4 Telephone: 416-769-1253
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FH Miller  
(44 months – 12 years)

Licence capacity: 56  
FH Miller Junior Public School  
300 Caledonia Road, Toronto, ON M6E 4T5  
Telephone: 416-546-1090

St. John the Evangelist  
(44 months – 12 years)

Licensed capacity: 56  
St. John the Evangelist Catholic School  
20 Beverly Hills Drive, Toronto, ON M3L 1A1  
Telephone: 416-653-8322

### **When We Are Open**

Dovercourt Centre	Monday to Friday, 7:30 am – 6:00 pm
Humberwood Centre	Monday to Friday, 7:00 am – 6:00 pm
Humberwood School Age	Monday to Friday, 7:00 am until start of school day; end of school day to 6:00 pm This program is closed during P.D. days school holidays and during the summer
Jane Street Centre	Monday to Friday, 7:30 am – 6:00 pm
Regent Street Centre	Monday to Friday, 7:15 am – 6:00 pm
Keelesdale	Monday to Friday, 7:15 am until start of school day; end of school day to 6:00 pm 7:15 am – 6:00 pm on P.D. days, school holidays and during the summer
Warren Park	Monday to Friday, 7:30 am – 6:00 pm
FH Miller	Monday to Friday, 7:15 am – 6:00 pm
St. John the Evangelist	Monday to Friday, 7:30 am – 6:00 pm

### **Holidays**

We are closed for the following public holidays:

<i>January</i>	New Year's Day	<i>August</i>	Civic Holiday
<i>February</i>	Family Day	<i>September</i>	Labour Day
<i>April</i>	Good Friday	<i>October</i>	Thanksgiving
<i>May</i>	Victoria Day	<i>December</i>	Christmas Day, Boxing Day
<i>July</i>	Canada Day		

## **Program Statement**

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 programs offer high-quality, stimulating environments where children can develop the social, emotional, intellectual and physical abilities they need to succeed. Our ultimate goal is to help each child achieve a positive sense of self, build confidence, pride and resiliency and become capable of independent and effective problem solving. With this as a foundation, each child can develop to his or her full potential.

- We are committed to:
- Promoting the health, safety, nutrition and well-being of children
- Implementing sound pedagogical practices that foster positive learning outcomes for children
- Working closely with parents and community partners
- Providing professional development opportunities for staff
- We promote health, safety, nutrition and well-being of children

Macaulay promotes children's well-being in a variety of ways within our child care programs. Nutritious food is served to children daily including a morning and afternoon snack. A mid-day meal is provided to children in our full day programs. All meals and snacks are prepared fresh each day and meet the Canada Food Guide nutritional guidelines and Public Health safety standards.

Meals and snacks are enjoyed in a family-type atmosphere, where children and teachers set up, serve, eat and tidy-up together. Children are encouraged to try new foods and develop new tastes from an ethnically diverse menu. Careful consideration is taken for all food allergies, sensitivities and religious requirements by providing safe alternative menu adaptation to suit individual needs.

Program environments are routinely monitored and checked to ensure they are hazard free and safe for all types of play. Equipment and play materials are carefully selected with regard to the age and abilities of the children in each program. All staff are fully trained and certified in both CPR and first aid in order to safely and effectively deal with emergency situations that may arise.

A healthy balance of active play and rest is imperative for children’s development. Macaulay considers the varied needs of children and creates daily schedules that offer rest periods as well as active play experiences both indoor and outdoor.

- We implement sound pedagogical practices that foster positive learning outcomes for children

We believe that positive and supportive relationships between children, staff and parents are fundamental in providing quality service to families. Staff work to establish a friendly environment where kindness, flexible thinking and compassion are modeled on a consistent basis.

Research based approaches and programs are introduced to increase children’s ability to positively interact and communicate with others efficiently and in respectful ways. For example, we have implemented a primary caregiving model for infants and toddlers where teachers are assigned to specific children in order to strengthen bonds of attachment. For children of preschool age and older, we offer the “Second Step” program which promotes positive social development. Both initiatives are proven to help children understand their emotions, develop self-regulation, increase empathy and develop positive social competencies.

We offer play-based learning environments that support children’s exploration, investigation and inquiry. The teachers arrange the program space and play materials to be inviting and challenging for children, so that they can freely experiment, engage with their peers and learn to problem solve. On-going observations gathered by teachers guide the planning of activities to ensure they are engaging, enjoyable and reflective of children’s interests and abilities. In addition, we offer enhanced programs to further ignite a sense of inquiry and exploration in the children. For example, we implement the science-based curriculum program “Wings of Discovery”. This provides children with the opportunity to safely take risks, participate in authentic problem solving and increase their sense of curiosity.

Teachers are actively involved in children’s play. They act as co-investigators and partners in learning. As facilitators, they join in the child-initiated activities and support learning by asking open –ended questions, helping children to find solutions and simply having fun.

In addition to observations of children, teachers use standardized developmental screening tools to further learn of each child’s strengths and areas where additional help is needed. This assists the teachers in planning for a positive learning environment which ensures each individual child’s learning and development is supported. Individual considerations and needs are incorporated in weekly program plans.

Teachers create inclusive environment where diversity is embraced. They integrate elements of children's home culture into the program. Activities are modified to allow full participation for children with special needs.

- We work with parents and community partners

We recognize that parents are their children's first and most important teachers. We engage and communicate with parents in many ways about the program and their children. We share information at the beginning and end of each day. In addition, we do the following:

- Hold Parent Advisory Committee meetings where parents provide meaningful feedback
- Arrange workshops for parents on varied topics of interest or need,
- Host Curriculum nights that provide an opportunity for parents to learn more about their child's daily learning and experiences
- Maintain children's Individual portfolios that are readily available for parents to access
- Provide parents with monthly Newsletters such as the Macaulay Messenger
- Arrange for Family/Community social events that allow families and program staff to connect and interact

Macaulay has strong links to various community agencies that can provide specialized service and supports to our families and staff. This positive relationship enhances the quality of the service we provide to our children and families. Several programs are located within schools, where we work in partnership with school personnel.

We develop partnerships with local organizations and merchants in order to help children see their place within the larger community and develop their sense of belonging. Examples of this include planned visits to the local library, welcoming storytellers to the centres and participating in recreational activities within community settings.

- We are committed to the professional development of our educators

Macaulay is committed to the ongoing professional development of all staff. Each year, Macaulay offers a full day conference that is attended by the childcare staff. In addition, our staff is provided with numerous learning opportunities on a continual basis. This allows our teachers to remain informed and educated on current research and developments within the childcare field.

## *About this program statement*

*We regularly review the impact of the above strategies in several ways. We conduct parent satisfaction surveys, complete child guidance checklists for each staff and we strive to consistently exceed the expectations of the City of Toronto Assessment for Quality Improvement.*

*Everyone involved in our program must read and reflect on this program statement before they begin work with children and whenever the statement is updated.*

### **Before You Start**

Before your child's first day at the centre, the supervisor will arrange a time for you to visit, complete the admission forms and ask any questions. You and your child can spend time in the classroom to get to know the teachers and how the day works. To help your child make a happy adjustment, we suggest she attend for a shorter time for the first few days.

All admission forms, including immunization records must be completed before your child's first day.

### **Staffing**

#### **Regular Staff**

The staff at our centres includes a Supervisor, Early Childhood Education Teachers and Assistant Teachers, a Cook or Kitchen Assistant, and a Caretaker.

Each staff person is carefully interviewed and screened. A police reference check, medical, and work references are required. Staff receive Standard First Aid training, and regularly review our policies and procedures such as Child Guidance, Playground Safety, Confidentiality and Race Relations and Equity.

Macaulay encourages and provides opportunities during the year for staff to attend professional development sessions such as workshops, conferences and seminars. Some are offered by Macaulay and others are provided through community agencies, such as Toronto Public Health and Toronto Children's Services.

#### **Casual (supply) Staff**

Casual staff replaces regular staff when they are absent. Casual staff are carefully interviewed and screened and must provide the same documents as permanent staff. This includes a police reference check, medical and work references.

#### **Students and Volunteers**

Students and volunteers provide enriching opportunities for children in our program. They also are interviewed and screened and provide a police reference check, medical and references. Students and volunteers are supervised by Macaulay staff when they are with children (i.e. are not permitted to be alone with children).

## Clothing

Although we have some spare clothing for emergencies, each child should have at least one complete set of spare clothing at the centre. We recommend that you put your child's name on all clothing and belongings. Children who are toilet training need extra clothing in case of accidents. (remember that socks get wet during these accidents, too!) Teachers will bag soiled laundry and leave it in your child's cubby. Please take the soiled laundry home at the end of the day, and replace the spare clothing the next day.

Remember to check your child's spare clothing occasionally to make sure it still fits comfortably and is appropriate for the weather outside.

If your child borrows clothing from the centre, please wash and return the clothing promptly, another child may need to borrow it.

So that your child will be comfortable throughout the day, remember to:

- dress your child in comfortable, washable clothes  
(Our program involves active play using many different kinds of art and play materials. Often children get messy.)
- keep extra underwear, pants, tops and socks in your child's cubby  
put your child's name on all belongings, including clothes, boots, snow pants, hats, etc.
- supply diapers and wipes as needed

The following items are recommended for daily outdoor

play: During cold weather:

- Warm coat
- Snow pants
- Winter Boots
- Winter hat
- Mittens (2 pairs)
- Extra socks
- Neck warmer (scarves can be dangerous as they may get caught on toys or

equipment) During warm weather:

- Sun hat with 3 inch brim
- Extra clothes (for water play)
- Outdoor shoes
- Sunscreen

## Lunch and Snacks

We provide nutritious snacks, morning and afternoon. We also provide a mid-day meal to all children in our full day programs, except kindergarten and school age. When kindergarten and school age programs run for a full day (school holidays) we may provide the mid-day meal or we may ask you to send a bag lunch.

All meals and snacks are prepared fresh each day and meet the Canada Food Guide nutritional guidelines and Public Health safety standards. Weekly menus are posted in the centre.

Infant menus are individualized and will be discussed with you. We provide pureed fruits and vegetables, infant cereal and biscuits. Older infants generally eat a mashed or modified version of the main meal. We provide all food except formula.

Meals and snacks are enjoyed in a family-type atmosphere, where children and teachers set up, serve, eat and tidy-up together. Children are encouraged to try new foods and to feed themselves. They are helped to use a spoon or fork if needed.

Please tell us if your child has any food restrictions or allergies so that we can take the necessary steps to meet your child's needs. Food restrictions are posted in the kitchen and in all eating areas. We do not serve nuts, nut products, pork or pork products.

Children who are departing at the usual snack time are welcome to stay for snack or to take a serving with them.

We will tell you in writing if a bag lunch from home is required. We will also give you information about Canada Food Guide recommendations and sample menus. We will keep bag lunches refrigerated. Please remember not to send foods with nut or nut products. We will tell you if there is any other food that may not be brought into the centre due to a child's allergy.

### **Diapering**

Macaulay follows Toronto Public Health guidelines for diapering. Parents provide diapers/pull-ups and wipes for their children. Teachers sanitize the changing area with a disinfectant spray after each child is changed. Teachers and children use proper hand washing techniques after each change. You are welcome to use the change table. Please follow the posted guidelines.

### **Toilet Training**

Every child develops at his own pace; therefore toilet training is not done at a specific age. You know your child best. Let us know when you feel your child may be ready to begin toilet training. For more information about readiness and techniques for toilet training, speak to your child's teacher. We believe that toilet training works best when teachers and parents work together.

### **Sleep/Quiet Time**

Children in an active program need daily rest and sleep periods. We provide a daily rest period for all children, except those in our before and afterschool programs. However, during non-instructional days, kindergarten children are offered a rest period. The children that are unable to sleep are provided with alternate activities. Infant sleep schedules are individualized and will be discussed with you. Children under 12 months old are placed for

sleep in a manner consistent with the recommendations of the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada unless a child's physician recommends otherwise in writing.

**Note:** This is the recommendation of the most current version of the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada [http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance\\_0-2/sids/pdf/jsss-ecss2011-eng.pdf](http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/pdf/jsss-ecss2011-eng.pdf)

Each child has his own crib or cot. We supply the sheets and the blankets, which are washed weekly or more often if needed.

### **Toys from Home**

Although it is natural for children to want to bring toys from home, toys may become lost or broken. This may cause stress and confusion for your child. Therefore, we ask that whenever possible, you leave "home toys" at home. If you would like to share something special from home with your child's class, please speak to the classroom teacher before you bring it in.

### **Severe Weather and Air Quality**

Children are required by the Child Care and Early Years Act to be outside at least two hours per day (weather permitting) this applies to both summer and winter seasons. During extreme weather alerts we adjust outdoor time according to Environment and Climate Change Canada recommendations.

During Environment and Climate Change Canada Cold and Extreme Cold Alerts, our staff take the following precautions:

- Keep children inside or be outside for shorter periods of time than usual
- Ensure all children wear warm socks, snowsuits, mittens/gloves, hats, winter boots, and a scarf if they have one. Cover as much exposed skin as possible.
- Ensure children have on extra layers of clothing under snowsuits when possible
- Monitor children carefully. In case signs of frostbite (numbness or white areas on face or hands), take children back inside
- In case of signs of hypothermia (confusion, slurred speech, stiff muscles, uncontrollable shivering), phone 911 immediately and move child to a warmer place

During Environment and Climate Change Canada heat alert, our staff take the following precautions:

- Keep children inside or go outside for a shorter period of time than usual
- Ensure children are dressed appropriately
- Ensure sunscreen (SPF at least 15) is applied to all children with sunscreen consent.
- Arrange activities in shaded areas as much as possible, especially between 11am and 4pm
- Offer children plenty of water before, during, and after exercise.

- Have children take rest breaks, preferably in the shade
- Offer waterplay activities outside
- In case of signs of heat exhaustion and heat stroke (difficulty breathing or rapid breathing, rapid heartbeat, extreme thirst, weakness or fainting, tiredness, nausea, headache, confusion:
  - immediately move the child to a cool place
  - call 911
  - give the child water to drink
  - cool the child down by removing excess clothing, patting or sponging the child with water, and fanning the child as much as possible

During an Environment and Climate Change Canada “high” Air Quality Health Index, our staff take the following precautions :

- Keep children inside or be outside for shorter periods of time than usual
- Avoid strenuous outdoor activities
- Monitor children’s comfort regularly. If children experience symptoms of coughing, wheezing, chest tightness and/or difficulty breathing, reduce outdoor activity level or move children indoors, preferably to an air conditioned environment
- Pay special attention to children who have pre-existing health conditions, such as asthma

During a “very high” Air Quality Health Index is in effect, our staff:

- Keep children indoors

For more information about air quality, heat, and extreme cold, see the Environment and Climate Change Canada website (<https://www.ec.gc.ca/?lang=En> )

## **Sunscreen**

Included in your registration package is an “Applying Sunscreen” form. You must sign this form if you would like staff to apply sunscreen to your child. We ask that you apply sunscreen to your child in the morning at home or when dropping them off at the centre. The teachers will reapply sunscreen in the afternoon, with your permission.

## **Neighborhood Walks and Local Outings**

Occasionally the teachers include neighborhood walks as part of the daily outdoor programming. Your registration package includes a permission form to allow your child to participate in these local walks and outings (such as a walk to a local park, library or business).

## **Trips**

From time to time, the teachers in your child's classroom will plan a trip. Trips are planned with the children, and are based on their interest. Safety and security is always a priority.

We will give you written information in advance about any trip. Information will include:

- Where we are going
- The date
- The time we are leaving and when we will return
- How we will travel (e.g. walking, taking the TTC, etc)

We will ask for your written permission to take your child on any trip. Parents are always welcome!

## **Dropping Off and Picking Up Your Child**

Drop off and pick up practices are very important. They protect your child's safety and help to make a smooth transition between home and child care.

**Children may not arrive or leave the centre on their own.** Please remember that you must always bring your child into the classroom and tell a teacher that your child has arrived. When picking up your child, tell a teacher that you are leaving.

**Call the centre in the morning** if your child will be late or absent. Please let us know if your child is ill, going to an appointment, etc., and when we can expect them to return to the centre. For school age children, let the centre know if they will be picked up directly from school.

**Teachers will not let your child leave the centre with anyone but you or someone you have authorized to pick-up.** There are two ways to authorize someone to pick up your child:

1. Include the person on the authorized pick up list on your child's enrolment form. This means the person can pick up your child even if you do not tell the centre ahead of time.
2. Let the centre know in advance the name of the person that you have arranged to have pick up your child on a particular day. Tell the centre that this person is not on your authorized pick up list. It is best to give the information to your child's teacher in writing. If you need to give the information at the last minute, be sure to speak directly to your child's teacher or the supervisor. If it is absolutely necessary to leave a phone message please include a phone

number where you can be reached. We will call you to verify your message **before releasing your child.**

When someone other than a parent or guardian picks up your child they must first show picture identification. Please inform persons picking up your child of this policy so that they are prepared when they arrive.

In the case of separated or single parent families, only a **custodial parent** is able to authorize the pickup of his or her children.

Please note that the program cannot restrict a parent's access to a child unless legal documentation is provided for our files.

### **If You Are Late**

The centre closes at 6:00 pm. We ask that you arrive at least 5 minutes earlier than closing time to give yourself time to gather your child's belongings.

In an emergency, if you are going to be late and cannot make other arrangements call the centre before 6:00 pm and speak to a teacher or the supervisor. **This call is essential.** It allows the teacher to prepare your child to stay late. It also gives the teacher time to make arrangements with his or her own family.

If you do not arrive to pick up your child by 6:00 pm, and we have not heard from you:

- The centre will attempt to contact you
- If we cannot reach you, we will phone your emergency contacts to arrange pick-up.
- At 7:00 pm, if we are unable to reach you or the emergency contacts, or if the emergency contacts are not able to pick up your child, we will call a Children's Aid Society.

Late pick-up of your child may result in a late charge of up to \$1.00/minute. If you are frequently unable to have your child picked-up by 6:00 pm, you will be asked to make other child care arrangements.

### **Health Information and Immunizations**

You provide the centre with important health information about your child when you complete your child's enrolment form before he starts the program. Please let the centre know right away when any of this information changes.

Toronto Public Health requires that your child's immunizations are up-to-date before your child can start. 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 centre supervisor.

### **When Your Child is Sick**

We are committed to providing safe and healthy child care environments, and to avoid spreading infections.

Please do not bring your child to the centre if:

- Your child is too sick to take part in all parts of the program (including outdoor time)
- Your child has a fever, diarrhea or vomiting
- Your child has a contagious illness, such as influenza, chicken pox, head lice, etc. that could be passed on to other children or adults.
- Your child has an unexplained rash

If your child becomes ill during the day we will:

- call you to let you know about the illness
- ask you to pick-up your child if symptoms of contagious disease are present (such as fever, diarrhea, vomiting, unexplained rash)

We follow guidelines from the Public Health department about when a child with a communicable disease can attend the centre. These guidelines are posted in each classroom. If you would like a copy, ask your supervisor.

If your child is diagnosed with a communicable disease:

- let us know so that we can let other parents know what symptoms to watch for (your child's name will not be mentioned).
- We are required to report some communicable diseases to Toronto Public Health's Communicable Disease Department. A list of reportable communicable diseases is posted in the supervisor's office.

### **Medicine**

We can give medicine to your child if it is prescribed by a doctor and meets the following criteria:

If the medicine is prescribed:

- it must be in its original container
- it must have a prescription label with your child's name, the name of the medicine, and the name of the doctor prescribing it
- the prescription label must state when and how much medicine to give, how to store the medicine, and when the treatment period ends or when the medicine expires.

If your doctor wants your child to take an over the counter or non-prescription medicine (including homeopathic, naturopathic, and other alternative medications), we need:

- the medicine in its original container
- a letter from your child's doctor with your child's name, the name of the medicine, and instructions for when and how much medicine to give, how to store the medicine, and when the treatment period ends or when the medicine expires.

Before we give any medicine to your child, we must have your written permission on Macaulay's medication form. You can get a copy of this form from your child's teacher. Please tell the staff if this is the first time your child is receiving the medicine, and any information regarding possible side effects. If there is ever any change to the medicine that your child takes, at the centre or at home, please inform the centre immediately.

### **Accidents**

Accidents do happen to young children. Minor bumps, bruises and scratches will be treated with loving care and first aid and will be reported to you at pick-up. For injuries that may require further attention we will call you.

It is also important that you let us know if your child has had an accident at home which may require special care or consideration. Tell us about any bumps and bruises to avoid misunderstandings.

### **Medical Emergencies**

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

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

### **Allergy Alert**

Please let us know if your child has any allergy. If your child requires medication make sure you fill out the Macaulay medication form.

### **Life Threatening Allergies, including Anaphylaxis**

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 Child Development Centre makes every effort not to use foods or materials containing significant allergens such as 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 centre that might contain nuts or nut products. A full list of

allergens that the centre's current participants must avoid is posted in each centre. Please be careful that you or your child does not bring foods or hygiene products that contain these substances.

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 staff 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 centre supervisor.

### **Emergency Situations**

Macaulay handles all emergency situations according to the Emergency Management Procedure and Macaulay Lockdown Procedures. Staff regularly review and practice these procedures. Emergency situations could occur as a result of fire, severe weather or other environmental threat (such as contaminated air), or a violent incident.

### **Emergency Evacuation**

In the event of an emergency evacuation we will take the children to the following locations:

#### **Dovercourt Child Care Centre**

- Children evacuated to Pauline Jr. Public School, 100 Pauline Ave., major intersection Dufferin St. and Wallace Ave. Phone: 416-393-9360

#### **Humberwood Child Care Centre**

- Children evacuated to Fantasy Fair in the Woodbine Centre Mall at the corner of Hwy 27 and Rexdale Blvd., 500 Rexdale Blvd. 416-674-6240

#### **Jane Street Child Care Centre**

- Children evacuated to the Gotta Dance Studio, 3581B Dundas Street West. Phone: 416-604-3566

#### **Regent Street Child Care Centre**

- Children evacuated to Evelyn Gregory Library, 120 Trowell Ave.

#### **Keelestdale Child Care Centre**

- Children evacuated to the Regent Street Child Care Centre, 48 Regent Street

#### **Warren Park Child Care Centre**

- Children evacuated to the Jane Street Child Care Centre, 610 Jane Street

### **FH Miller Child Care Centre**

- Children evacuated to the Regent Street Child Care Centre, 48 Regent Street

### **St. John the Evangelist Child Care Centre**

- Children evacuated to St. Philip Neri Catholic Church, 2100 Jane Street

During an evacuation we will try to leave a message at the centre phone number. We will contact you by phone, text, voicemail, or email as soon as possible. You can also call our head office at 416-789-7441 for more information.

### **Emergency Closure**

If the centre is closed for reasons beyond our control (flood, hydro outage) we will inform you by phone, voicemail, or email as soon as possible. Whenever possible we will do our best to offer you care at another location.

### **Serious Occurrence Reporting Procedure**

Macaulay reports all serious occurrences that happen in our child care programs to the Ministry of Education, which is responsible for child care licensing. A serious occurrence could include a life-threatening injury or illness, or a disaster/emergency situation at a program site that causes a disruption to service.

For each serious occurrence, a written “Serious Occurrence Notification Form” is posted at the program for 10 days. The posting includes information about the incident, follow-up actions taken and the outcomes, while respecting the privacy of individuals involved.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that the program is out of compliance with the licensing requirements or that children are at risk in the program.

If you would like a full copy of our Serious Occurrence Reporting Procedure, please ask your centre supervisor.

### **How You Can Get Involved**

Families are the most important influence in a child’s life. You are the expert when it comes to your child. At Macaulay, we try to create a climate of open communication and strong relationships, where family members feel welcome to participate in the program as interests and schedules allow.

#### **Talk to your child’s teachers every day.**

Share information with the teachers about your child. Talk about your child’s interests, and what is new in your child’s life. Hear about your child’s day and what is new in the program.

Talk to the teachers or centre supervisor any time you have questions. We believe that communication and mutual respect are keys to a successful child care placement.

Teachers in the infant and toddler programs write a report every day about your child. It will tell you about your child's day, including how long he slept, and what he ate.

**Visit the classroom.**

Visit your child's classroom, or go with them on a neighborhood walk or a trip. We welcome your participation in our programs and value your ideas and opinions.

**Watch for the centre newsletter.**

Centre newsletters will be sent home with your child.

**Come to a Parent Advisory Meeting.**

At parent meetings we talk about important issues at your centre and in child care. You may also wish to participate on Macaulay's Board of Directors or other agency committees. For more information, speak to your centre supervisor.

**Come to our Special Events**

Macaulay holds special events for our families, providers, staff and volunteers throughout the year. There is always good food and fun for both children and adults.

**Become a member.**

Become a voting member of Macaulay. For more information, speak to your centre supervisor.

**We Want your Feedback**

**Policy**

Macaulay is committed to providing high quality and accessible programs and services.

If service users or community members are not satisfied with Macaulay service, personnel or policies, they have the right to give Macaulay that feedback or to complain.

Macaulay welcomes all feedback and considers the feedback carefully in order to continually improve our service and organization.

Macaulay addresses complaints in a manner that respects the rights of everyone involved. All complaints are investigated and resolved in a manner that strives to be timely, objective and respectful.

Macaulay deals with complaints confidentially, unless otherwise required by law. Nevertheless, respondents will generally be given the name of the complainant.

Community members and service users are asked to sign their complaints in order that the complaint can be fully and fairly investigated. Anonymous complaints are investigated to the best of the investigator's ability, under the circumstances.

Every effort is made to resolve complaints as quickly as possible.

Individuals, who believe they have been unjustly treated, harassed or discriminated against, in a way that violates the Human Rights Code, have the right to seek assistance from the Ontario Human Rights Commission.

## **Definitions**

**Feedback** - Positive or negative comments about Macaulay service, personnel or policies.

**Complaint** - A serious concern, typically expressed in writing, about a policy, practice or person working or volunteering at Macaulay. A complaint differs from feedback in that the complainant is seeking a formal process and response. Any concern that could result in discipline to an employee or volunteer must be considered a complaint.

**Complainant** - the person who makes the complaint Respondent the person against whom the complaint is made

**Note:** *Not all complaints will be directed towards an individual. In this case, the respondent is the program supervisor or manager.*

## **Complaint Resolution Procedure**

Macaulay will:

- make service users and community members aware of this Policy
- require that no one involved in the complaints resolution procedure has a real or perceived conflict of interest as per the Macaulay Conflict of Interest Policy.
- Make reasonable accommodation to make sure the Complaints Resolution process is accessible to all concerned.
- make a final decision to resolve the complaint
- inform the complainant about the final decision, with accompanying reasons, within a reasonable period. If the complainant is not satisfied, inform the complainant of the appeal procedure available
- if there is a specific respondent, Macaulay informs the respondent of the final decision; the resolution may include discipline and/or some further action or training requirement.
- file written records of the complaint in a locked cabinet.

## **Complaint Resolution Steps**

1. The complainant makes the complaint to the immediate Program Supervisor or any other member of management. The complainant is asked to put the complaint in writing. If the complainant has difficulty putting the complaint in writing, assistance will be provided.

2. The supervisor receiving the complaint contacts the complainant within 2 business days and arranges a meeting to review the details and to discuss the possible resolution. Whenever possible, this latter step is done through a face to face meeting.

3. The supervisor informs his/her immediate supervisor or Program Director immediately upon receipt of the complaint. If the nature of the complaint warrants, the Program Director or Executive Director can attend the meeting described in step 2.

4. Once all the details of the complaint are received from the complainant, including the complainant's suggested resolution, the supervisor proceeds to investigate the complaint. If the complaint is about an agency policy or practice, this step must involve the appropriate member of senior management. Where the complaint or the resolution may Subject: Feedback and Complaints Policy for Service Users and Community Page 3 of 3 involve legal, financial or public relations liabilities, the final decision concerning the resolution is made by the Executive Director. The Executive Director informs the President or the Board as needed.

5. If the complaint concerns an individual staff or volunteer's conduct, the supervisor informs the respondent that a complaint has been received. The respondent has the right to know the nature and source of the complaint.

The supervisor investigates the complaint in accordance with the Investigation Protocol

### **Appeal Process**

Should a complainant not be satisfied with the complaint resolution, the complainant is advised that she can appeal the decision to the Executive Director. Failing this, the complainant can appeal to the Board President. The decision reached by the Board President is final.

### **Child Care Fees**

**Paying Your Fees:** It is very important to pay your fees on time. Child care fees enable Macaulay to provide a high quality program to your child.

In your registration package you will find a Fee Information Form that includes information about your monthly fees and your fee payment options.

The form must be signed and returned along with your deposit and payment option. We offer the following payment options:

- Credit cards
- Direct bank deposit
- Cheques (3 months of post-dated cheques),
- Online bill payment

**To hold your space,** you pay for the first two (2) weeks of care in advance, to a maximum of \$200. This deposit will be applied toward your first month's fees.

**What is your fee?**

Fees vary by age group and program. Your monthly child care fees are calculated by taking your daily fee and multiplying by 22 days, then rounding up to the next dollar. *(For example: if your daily fee is \$46.22 x 22 days = \$ 1,016.84, therefore your monthly fees will be \$ 1, 1017).*

You are required to pay for statutory holidays, vacation days, sick days or anytime the centre is closed for reasons beyond Macaulay's control (flood, hydro outage, and extreme weather).

If your daily fee does not change, then the monthly fee will remain the same from January to November. Since your monthly fee is based on an average number of 22 days per month and not the actual number of days, every December, or the month you withdraw your child, you will receive an invoice that will include adjustments that reflect this. Usually, this means that in December your fee will be less than the amount you have paid during the year. (Adjustments for the Humberwood school age program are done in June).

If your daily fee changes for any reason, we will complete a new Fee Information Form with you and your monthly rate will change.

**Attendance Rules for Families with Subsidy:**

If you receive a fee subsidy from Toronto Children's Services, remember that their policy limits the number of absent days to 35 days per calendar year. Absent days include when your child is on vacation, sick or absent for any other reason. Please speak to your centre supervisor if you are unsure of how many absent days you have remaining. If your child is absent for more than 35 days, you will be responsible for paying for the full cost of care.

**Withdrawing your Child:** All families must give two weeks' notice when withdrawing your child. Our accounting department will return your post-dated cheques or issue you a refund for any payment you have made that is more than the two week notice period.

If you receive a fee subsidy from the City of Toronto, you must follow their rules when leaving or transferring out of a child care program. Since these rules are complicated, we advise you to consult directly with the Subsidy office or ask our child care supervisor for advice. Generally, your child must attend the centre **during** the notice period or the City can refuse to pay your fee. If this happens, Macaulay will charge you the full fee.

**Failure to pay your fee:**

If you don't pay your fees in full and in a timely way, you risk losing your child care space and may be referred to a fee collections agency.

If you are having difficulty paying your fee, consult with your Child Care Centre Supervisor; she will meet with you to develop a Payment Plan.

If a cheque is returned for non-sufficient funds (NSF), you must replace it with a money order or certified cheque within 5 days. A \$15 NSF service charge is added to the amount owed.

### **Tax Receipts**

Tax receipts are issued at the end of the taxation period (end of February).

### **Part-Time Care**

We provide part-time care whenever space is available. However, our first priority is to full-time care arrangements.

If we cannot continue your part-time care arrangement, we will give you at least two weeks' notice and first option on any available full-time space.

### **Child Guidance Policy**

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

We expect our staff to:

- Treat children with respect
- Respect and value all cultural groups
- Create a climate of trust
- Use positive ways to guide how children behave

We do not allow:

- corporal punishment of the child,
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent,
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures,
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or

- undermine his or her self-respect, dignity or self-worth,
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding,
  - inflicting any bodily harm on children including making children eat or drink against

their will.

You can find a full copy of this policy in all the classrooms and on the parent bulletin board. If you would like a copy, ask your centre supervisor.

### **Confidentiality 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.

### **Macaulay Child Development Centre 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

### **Diversity, Equity and Inclusion Policy**

At Macaulay, we are committed to treating every person with respect and without discrimination. Diversity is valued and reflected in all of our work.

Macaulay is especially concerned about how discrimination and bias can prevent children from reaching their full abilities and undermine family well-being.

Macaulay will not tolerate discrimination or bias in our policies, procedures, practices or communications.

Macaulay values the diversity of the communities and families we serve and of our staff, providers, board and volunteers. Macaulay believes that diversity makes our community stronger socially, culturally and economically. All children, families and communities benefit from diversity.

Macaulay is committed to being an accessible agency where people can feel welcome, be respected, work or attend programs that respect the dignity and worth of every person.

You can find a full copy of this policy in all the classrooms and on the parent bulletin board. If you would like a copy, ask your centre supervisor

## **Handling Incidents of Discrimination**

Macaulay is committed to creating an environment that is safe, supportive and free of racism and discrimination for all program participants.

It is our intent that incidents of racism and discrimination do not occur. However we are prepared with a procedure to support individuals should a racial or discriminatory incident occur.

All incidents and complaints are taken seriously and addressed. Complaints are investigated in an objective, fair manner. We will inform anyone (adult or child) who violates our Diversity, Equity, and Inclusion Policy that their behaviour is not allowed at a Macaulay site. Other responses may include conflict mediation or problem solving. We will consider what changes in program practices or procedures might assist in preventing future incidents.

If you would like a full copy of our Diversity Equity and Inclusion Policy including the procedure for handling complaints related to this policy, please ask your centre supervisor.

## **Smoke Free Policy**

Smoking is not allowed at any Macaulay work or service site. “No smoking” signs are posted. Ashtrays are not allowed. Smoking is not allowed at any time even when children are not present. Anyone who refuses to follow these rules is asked to leave.

If you would like a copy of our complete Smoke Free Policy, please ask your centre supervisor.

## **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 must report 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 confidential and protect your privacy as best we can
- Talk to you about our report as soon as the Children’s Aid Society gives us permission.

Most of the time, this means after they contact you

□ Offer you and your child all the support we can

If you would like a full copy of our Suspected Child Abuse or Neglect Reporting Policy, please ask your centre supervisor.

## **Waitlist**

Macaulay is aware that families often experience long wait periods to gain access to child care services. Macaulay licensed programs develop and maintain waitlists in order to manage access to our programs in a fair, equitable and consistent manner. Waitlists are updated with each new request for care. There is no fee to place the child on the waitlist. Parents are welcome to contact the center 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.

### **Child Care Centres Program:**

Each centre develops and maintains its own individual waitlist. The spaces are offered on a first come first serve basis however the following considerations take priority:

- Full time children
- Children transferring from other Macaulay sites
- Siblings of children currently enrolled
- Children attending the school in which centre is located.

*Note: At times, supervisors must consider the child's age to ensure that the child and all children currently enrolled will be able to move up to the next age category in accordance with provincial and municipal regulations.*

## **Water Testing and Flushing**

Macaulay follows government guidelines for reducing potential lead levels in drinking water. For our centres that are located in a school, the school is responsible for the flushing of the pipes and testing of the water. We receive a copy of the school's water test that tells us the lead levels are acceptable.

In all other centres, we flush the water from the pipes. Before the centre opens each week on Monday morning, every tap is opened and run for 5 minutes. The water is sampled and tested in the laboratory for lead as often as required by the Ministry of the Environment. If the test is higher than the acceptable standard, the laboratory tells the Ministry of the Environment. The Ministry will tell us what corrective action we must take.

## **Withdrawal/Leaving the Program**

When your child leaves the program, you must give the supervisor 2 weeks written notice. If notice is not received, you will be charged your regular fee for the two weeks.

Giving notice also provides your child, the teachers and the other children in the room time to prepare for saying good-bye.

If you need to 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.

### **Withdrawal of Service**

Full time children have priority over part time children. When space is needed for a full time child, part time children will be asked to leave with a minimum of a 2-week notice.

Your child could also be asked to withdraw if there is no space in their next age group or your child is attending a centre in a school other than your child's assigned home school. These situations do not happen often. When they do occur we try very hard to avoid withdrawing service and will make all efforts to make a withdrawal the least disruptive as possible.

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.

If you would like a full copy of our Withdrawal or Suspension of Service, please ask your Centre Supervisor,

**Please make sure that your child's Teacher and Centre Supervisor have:**

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

**I, \_\_\_\_\_ the parent of \_\_\_\_\_ have read and agree with the Macaulay Child Care Policies and Procedure in this Parent Guide.**

**Parent signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**Supervisor's signature: \_\_\_\_\_ Date: \_\_\_\_\_**