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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 resource programs
- Family and early literacy programs
- Homework clubs
- 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.

## **Locations and Telephone Numbers**

Dovercourt Centre	c/o Dovercourt Public School, 228 Bartlett Av., Toronto, ON, M6H 3G4 Telephone: 416-516-8367 Fax: 416-516-8367
Humberwood Centre	850 Humberwood Blvd, Toronto, ON M9W 7A6 Telephone: 416-394-4766 Fax: 416-675-7634
Jane Street Centre	610 Jane Street, Toronto, ON M6S 4A6 Telephone: 416-769-8021 Fax: 416-769-9804
Regent Street Centre	48 Regent Street, Toronto, ON M6N 3N9 Telephone: 416-653-8322 Fax: 416-653-2436
Regent Street School Age Program	George Harvey Collegiate 1700 Keele Street, Toronto, ON M6M 3W5 Telephone: 416-394-4222

## **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, 7:15am – 6:00 pm
Regent Street School Age	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

## Holidays

We are closed for the following public holidays:

- January - New Year's Day
- April - Good Friday
- May - Victoria Day
- July - Canada Day
- August - Simcoe Day
- September - Labour Day
- October - Thanksgiving
- December - Christmas Day  
- Boxing Day

If you receive a fee subsidy from Toronto Children's Services, remember that their policy limits vacation to 3 weeks per year, except in special cases. Please speak to your centre supervisor if you are unsure of how many vacation days you have remaining.

There is no reduction in fees for public holidays, vacation days and sick days.

## **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.

## **Programming**

Macaulay child care centres provide high quality programs that meet and exceed all requirements of the Day Nurseries Act and the City of Toronto Operating Criteria.

The routines and activities in Macaulay child care programs are based on sound developmental practice. Knowledge of child development, children's individual interests and needs, and the social and cultural context in which children live are considered. At every age, children are offered stimulating play activities that promote and enhance physical, social, emotional, language and intellectual development. Children are encouraged to make choices about what they want to do and how they will do it. Each child, with his unique abilities, is encouraged to develop problem-solving skills, creativity, a sense of responsibility, independence and a positive sense of self worth.

Our teaching staff incorporate the well researched High/Scope approach in all our activities. This approach helps children develop in critical areas. It promotes independence and responsibility and prepares children for school and for life. (For more information, speak to your centre supervisor.)

We follow a regular daily routine that is posted on the parent information board for each classroom. The daily routine includes active and quiet play, indoor and outdoor activities, and small and large group times. Infant schedules are individualized.

Play based educational activities are planned based on the children's interests and developmental needs. The staff post their weekly program plans at the beginning of the week. Changes or additions to the plan are recorded daily. We encourage you to review the plans and share with the teachers your questions, feedback and suggestions.

Within the child care centre, programs are divided into age groups. There is a special teacher-to-child ratio for each group:

**Infant Program**

6 months – 18 months  
1:3 or 3:10 teacher/child ratio.

**Toddler Program**

18 months – 2 ½ years  
1:5 teacher/child ratio.

**Preschool Program**

2 ½ years – 5 years  
1:8 teacher/child ratio.

**Junior/Senior Kindergarten Program**

4 years – 5 years  
1:10 (JK only or JK/SK combined) or 1:12 (SK only) teacher/child ratio.

**School-age Program**

6 years – 10 years  
1:15 teacher/child ratio.

Note: During opening, closing and rest periods, ratios are at two-thirds, except in the infant program.

## Staffing

### Regular Staff

The staff at our centres include a Supervisor, Early Childhood Education Teachers and Assistant Teachers, a Cook or Kitchen Assistant, and a Caretaker. At our Regent Street location there is also a Resource Teacher who provides extra support to children with special needs at all of our childcare sites.

Each staff person is carefully interviewed and screened. A police reference check, medical, and work references are required. Staff receive annual 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 replace regular staff when they are absent. Casual staff are carefully interviewed and screened and must provide the same police reference check, medical and work references required for regular staff.

### **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 work under the direction of qualified staff and do not work 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 school age. When 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 school age program. After one hour, a child may choose to get up from his/her cot and engage in the quiet activities set out by the teachers. Children who are old enough to attend junior kindergarten do not have to rest on their cots if they cannot sleep. Infant sleep schedules are individualized and will be discussed with you.

Each child has his own crib or cot. We supply the sheets and the blankets, which are washed weekly or more often if needed. You are welcome to bring in your child's special blanket or sleep toy.

## **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 Smog Alerts**

Children are required by the Day Nurseries 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 Toronto Public Health recommendations

In winter time children will play outdoor unless a Cold Weather Alert is issued under the following conditions:

- a temperature of -15 degrees Celsius or lower, without wind chill
- a wind chill warning for outdoor activity for people in the Toronto area
- extreme weather conditions, such as a blizzard or ice storm.

During a heat or smog alert, Toronto Public Health recommends:

- Dress children in loose-fitting light-colored clothing.
- Avoid being in the full sun when possible.
- Stay in the shade and plan your outdoor activities for early in the morning when it is cooler.
- Provide plenty of drinking water for both children and staff.
- Ensure children wear a hat and use sunscreen (at least SPF 15).
- During a Smog Alert, reduce outdoor activity levels by choosing less vigorous activities or reducing their duration. Provide a wide variety of quiet activities, including water play, in shaded areas.
- Monitor children's comfort regularly. If children experience any symptoms, such as coughing, wheezing, chest tightness and/or difficulty breathing, reduce outdoor activity level or move children inside, preferably to an air conditioned environment.
- Pay attention to children who have pre-existing health conditions such as asthma.
- Provide children with plenty of rest breaks.
- Plan activities away from high traffic areas, especially during the peaks of morning and afternoon rush hours.

For more information about smog and heat, contact Toronto Health Connection at 416-338-7600 or visit [www.toronto.ca/health](http://www.toronto.ca/health).

## **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 pick up 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 and naturopathic 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.

## **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

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 Evacuation**

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

### **Dovercourt Child Care Centre**

- children evacuated to the McDonald's Restaurant at the Galleria Mall located at the southwest corner of Dufferin St. and Dupont St.

### **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.

### **Regent Street School Age**

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

During an evacuation we will try to leave a message at the centre phone number. You can also call our head office at 416-789-7441 for more information.

## **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 neighbourhood 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**

We want to give you and your family the best possible service. We need your ideas and suggestions. Tell us when you are pleased with our work. That will help us know what to keep doing. Tell us when you are not satisfied with our work. That way, we can work with you to improve our service to you and to others.

If you have not received a copy of our Feedback Form, please ask your centre supervisor for one. It outlines different options for sharing your feedback with us.

## Child Care Fees

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 (3 months of post dated cheques, automatic cheques form and void cheque, or credit card payment form). 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.

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 \$35.02 x 22 days = \$ 770.44, therefore your monthly fees will be \$ 771*) There is no fee reduction for statutory holidays, vacation days, or sick days.

Since your monthly fees are 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. Adjustments for the Humberwood school age program are done in June.

If your daily fee does not change, then the monthly fee will remain the same from January to November. If your daily fee changes for any reason, we will complete a new Fee Information Form with you and your monthly rate will change.

You 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.

Make cheques payable to Macaulay Child Development Centre. Post-dated cheques are held by our Accounting Department until deposited. 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.

It is very important to pay your fees on time. Child care fees are an important component in our ability to continue to provide a high quality program. If you don't pay your fees, you will lose your child care space and may be referred to a fee collections agency.

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:

- Physical punishment, such as spanking or rough handling
- Emotional punishment, such as swearing, yelling, or sarcasm
- Leaving children unsupervised or alone
- Neglecting or ignoring a child's needs
- Taking away food to punish misbehaviour

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.

## **Race Relations, Equity and Access 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 Racial Incidents**

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 Race Relations, Equity and Access 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 Handling Racial Incidents Procedure, 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 anytime 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.

## **Water Testing and Flushing**

Macaulay follows government guidelines for reducing potential lead levels in drinking water. Every morning before the centre opens, we flush the water in our pipes and taps by running every tap for 5 minutes. Once a year, we send a sample of our water to a laboratory. The laboratory tests the sample for lead. 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.

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: \_\_\_\_\_**

