



**Macaulay  
Centres  
for Children**

**LICENSED CHILD CARE CENTRES**

**Parent Handbook**

**ISSUE DATE: Jan 2026**

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# About Macaulay

Macaulay Centres for Children 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
- Early On child and family centres
- Homework clubs and afterschool programs
- Parenting groups for mothers, for fathers, and for other caregivers
- In-home parent education and support
- Speech and language services
- Child Development Consultation services
- Services offered in various languages

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

## **Canada-wide Early Learning and Child Care (CWELCC)**

All Macaulay licensed child care programs have opted into the Canada-wide Early Learning and Child Care program.

# 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.*

## ***Promoting health, safety and well being***

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 adaptations 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.

## ***Implementing practices for positive learning outcomes***

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 an 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.

### ***Working 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 social events that allow families and program staff to connect and interact.

Macaulay has strong links to various community agencies that can provide specialized services 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 businesses 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.

### ***Supporting educators' continuous professional learning***

Macaulay is committed to the ongoing professional development of all staff. Each year, Macaulay offers a range of training opportunities and staff are regularly sent to external workshops, conferences and training sessions. This allows our teachers to remain informed and educated on current research and developments within the child care field.

#### ***About this program statement***

*We regularly review the impact of the above program statement; 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.*

# Child Care Programs

<p><b>Macaulay - Broadway Child Care Centre</b>  115 Broadway Ave. Toronto, ON M4P 0E3  Telephone: 416-789-7441  <i>(Programs for children 0 – 4 years)</i></p>	<p><b>Macaulay – St. Jane Frances Child Care Centre</b>  <i>Located in St. Jane Frances Catholic School</i>  2745 Jane St. North York, ON M3L 2E8  Telephone: 416-789-7441  <i>(Programs for children 4 – 12 years)</i></p>
<p><b>Macaulay - Dovercourt Child Care Centre</b>  <i>Located in Dovercourt Public School</i>  228 Bartlett Ave. Toronto, ON, M6H 3G4  Telephone: 416-516-8367  <i>(Programs for children 18 months – 12 years)</i></p>	<p><b>Macaulay - St. John the Evangelist Child Care Centre</b>  <i>Located in St. John the Evangelist Catholic School</i>  23 George St. Toronto, ON, M9N2B4  Telephone: 416-303-8422  <i>(Programs for children 0 – 12 years)</i></p>
<p><b>Macaulay - FH Miller Child Care Centre</b>  <i>Located in FH Miller Junior Public School</i>  300 Caledonia Rd. Toronto, ON, M6E 4T5  Telephone: 416-546-1090  <i>(Programs for children 4 – 12 years)</i></p>	<p><b>Macaulay - St. Jude Child Care Centre</b>  <i>Located in St. Jude Catholic School</i>  3251 Weston Rd, North York, ON M9M 2T9  Telephone: 416-789-7441  <i>(Programs for children 4 – 12 years)</i></p>
<p><b>Macaulay - George Syme Child Care Centre</b>  <i>Located in George Syme Community School</i>  69 Pritchard Ave. Toronto, ON, M6N 1T6  Telephone: 416-789-7441  <i>(Programs for children 0 – 12 years)</i></p>	<p><b>Macaulay - St. Nicholas of Bari Child Care Centre</b>  <i>Located in St. Nicholas of Bari Catholic School</i>  363 Rogers Rd. Toronto, ON, M6E 1R6  Telephone: 416-780-2723  <i>(Programs for children 4 – 12 years)</i></p>
<p><b>Macaulay - HJ Alexander Child Care Centre</b>  <i>Located in HJ Alexander Community School</i>  30 King St. Toronto, ON, M9N 1K9  Telephone: 416-789-7441  <i>(Programs for children 4 – 12 years)</i></p>	<p><b>Macaulay - St. Paul VI Child Care Centre</b>  <i>Located in St. Paul VI Catholic School</i>  270 Laughton Ave. Toronto, ON, M6N 2X8  Telephone: 416-572-1031  <i>(Programs for children 18 months – 12 years)</i></p>
<p><b>Macaulay - Humberwood Child Care Centre</b>  <i>Located in the Humberwood Community Centre</i>  850 Humberwood Blvd. Toronto, ON M9W 7A6  Telephone: 416-394-4766  Fax: 416-675-7634  <i>(Programs for children 18 months – 12 years)</i></p>	<p><b>Macaulay – St. Thomas Aquinas Child Care Centre</b>  <i>Located in St. Thomas Aquinas Catholic School</i>  636 Glenholme Ave. York, ON M6E 3G9  Telephone: 416-789-7441  <i>(Programs for children 4 - 12 years)</i></p>
<p><b>Macaulay - Jane Street Child Care Centre</b>  610 Jane St. Toronto, ON M6S 4A6  Telephone: 416-769-8021  <i>(Programs for children 0 – 4 years)</i></p>	<p><b>Macaulay - Stanley Child Care Centre</b>  <i>Located in Stanley Public School</i>  75 Stanley Rd. Toronto, ON, M3N 1C2  Telephone: 416-780-2726  <i>(Programs for children 0 - 12 years)</i></p>
<p><b>Macaulay - Keelesdale Child Care Centre</b>  <i>Located in Keelesdale Public School</i>  200 Bicknell Ave. Toronto, ON, M6M 4G9  Telephone: 416-394-4222  <i>(Programs for children 30 months – 12 years)</i></p>	<p><b>Macaulay - Tippett Child Care Centre</b>  38 Monte Kwinter Ct. Toronto, ON, M3H 0E2  Telephone: 416-780-2729  <i>(Programs for children 0 – 4 years)</i></p>

<p><b>Macaulay - Marlee Child Care Centre</b>  145 Marlee Ave. First Floor Toronto, ON, M6B 3H3  Telephone: 416-546-8931  <i>(Programs for children 0 months – 4 years)</i></p>	<p><b>Macaulay - Valleyfield Child Care Centre</b>  <i>Located in Valleyfield Junior School</i>  35 Saskatoon Dr. Etobicoke, ON, M9P 2E8  Telephone: 416-789-7441  <i>(Programs for children 4 – 12 years)</i></p>
<p><b>Macaulay - Mountview Child Care Centre</b>  <i>Located in Mountview Alternative School</i>  569 Jane St. York, ON, M6S 4A3  Telephone: 416-780-2720  <i>(Programs for children 4 – 12 years)</i></p>	<p><b>Macaulay - Warren Park Child Care Centre</b>  <i>Located in Warren Park Junior Public School</i>  135 Varsity Rd. Toronto, ON, M6S 4P4  Telephone: 416-769-1253  <i>(Programs for children 18 months – 12 years)</i></p>
<p><b>Macaulay - Pelmo Park Child Care Centre</b>  <i>Located in Pelmo Park Public School</i>  180 Gary Dr. North York, ON, M9N 2M1  Telephone: 416-789-7441  <i>(Programs for children 4 – 12 years)</i></p>	<p><b>Macaulay – The Well Child Care Centre</b>  486 Front St W. Toronto, ON M5V 0V2  Telephone: 416-789-7441  <i>(Programs for children 0 months – 4 years)</i></p>
<p><b>Macaulay - St. Andre Child Care Centre</b>  <i>Located in St. Andre Catholic School</i>  36 Yvonne Ave. Toronto, ON, M3L 1C9  Telephone: 416-312-5044  <i>(Programs for children 4 – 12 years)</i></p>	

### ***Hours of Operation***

The standard hours of operation vary among our child care locations, including before and after school child care programs based on the start and end of the school day (*instructional days*) as well as non-school days (*non-instructional days*\*).

\*ONLY the **Humberwood School Age Program** is closed during PD days, school holidays and during the summer.

<b>Child Care Centre</b>	<b>Hours of Operation</b>	<b>Before and After School Instructional Days</b>	<b>Before and After School Non-Instructional Days</b>
Macaulay - Broadway Child Care Centre	7:30am – 6:00pm	Not applicable	Not applicable
Macaulay - Dovercourt Child Care Centre	7:30am – 6:00pm	7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - FH Miller Child Care Centre		7:15am – until the start of the school day; From end of school day until 6:00pm	7:15am – 6:00pm
Macaulay - George Syme Child Care Centre	7:30am – 6:00pm	7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - HJ Alexander Child Care Centre		7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - Humberwood Child Care Centre	7:00am – 6:00pm	7:00am – until the start of the school day; From end of school day until 6:00pm	7:00am – 6:00pm
Macaulay - Jane Street Child Care Centre	7:30am – 6:00pm	Not applicable	Not applicable

Macaulay – Keelesdale Child Care Centre	7:15am – 6:00pm	7:15am – until the start of the school day; From end of school day until 6:00pm	7:15am – 6:00pm
Macaulay - Marlee Child Care Centre	7:30am – 6:00pm	Not applicable	Not applicable
Macaulay - Mountview Child Care Centre		7:30am – until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - Pelmo Park Child Care Centre		7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - St. Andre Child Care Centre		7:30am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay – St. Jane Frances Child Centre		7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - St. John the Evangelist Child Care Centre	7:30am – 6:00pm	7:30am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay – St. Jude Child Care Centre		7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - St. Nicholas of Bari Child Care Centre		7:15am – until the start of the school day; From end of school day until 6:00pm	7:15am – 6:00pm
Macaulay - St. Paul VI Child Care Centre	7:30am – 6:00pm	7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay – St. Thomas Aquinas Child Care Centre		7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - Stanley Child Care Centre	7:30am – 6:00pm	7:30 am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - Tippett Child Care Centre	7:30am – 6:00pm	Not applicable	Not applicable
Macaulay - Valleyfield Child Care Centre		7:30am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay - Warren Park Child Care Centre	7:30am – 6:00pm	7:30am until the start of the school day; From end of school day until 6:00pm	7:30am – 6:00pm
Macaulay – The Well Child Care Centre	7:30am – 6:00pm	Not Applicable	7:30am – 6:00pm

## Our Staff

### ***Regular Staff***

The staff at our centres includes a Supervisor, Early Childhood Education Teachers, Assistant Teachers, Kitchen Assistant, and in some locations 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 and Infant and Child CPR certification. Staff participate in orientation and training on Macaulay policies and procedures, Ministry of Education regulations and various health and safety topics. Our teachers are trained to communicate regularly with families about their child's progress and plan classroom activities based on their knowledge of early childhood development.

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.

### ***College of Early Childhood Educators***

The College of Early Childhood Educators is the professional self-regulatory body for registered early childhood educators (RECE) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as a RECE, setting ethical and professional standards and holding RECEs accountable for their practice. Macaulay staff with an early childhood education diploma, degree, or equivalent qualifications must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis.

### ***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 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).

## ***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. All child guidance strategies used by Macaulay employees, providers, students and volunteers must be consistent with this belief, with the agency's Mission, Vision and Values, and with standards set out by all applicable Acts and Regulations (e.g. Child Care Early Years Act, Assessment for Quality Improvement).

### 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 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 posted in our child care centres. If you would like a copy, please ask your centre supervisor.

# Our Families, Our Partners

## ***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 our child care centres. If you would like a copy, ask your centre supervisor.

## **We Want your Feedback**

Macaulay is committed to providing high quality and accessible programs and services. If service users (including parents) 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 (including parents) 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.

## **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
- Inform the respondent (if there is a specific 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 Chief Executive Officer 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 Chief Executive Officer. The Chief Executive Officer 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 management team 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 Chief Executive Officer. Failing this, the complainant can appeal to the Board President. The decision reached by the Board President is final.

## **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.

## **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.

## **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 Centres for Children Code of Conduct**

Macaulay Centres for Children 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.

Failure to adhere to the above expectations may result in denied access to the centre.

## **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:* Newsletters will be sent home and posted in the child care centre.

*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.

*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.

## **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.**

# Program Procedures

## **Nutrition**

We provide nutritious snacks, morning and afternoon. We also provide a mid-day meal to all children in our full day programs including kindergarten and school age on non-instructional days. No outside food is allowed. Formulas must be in a sealed container and breast milk must be in a sealed container or a tightly closed bottle. All containers/bottles must be labelled with the child's name. No frozen breast milk is allowed.

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 – Macaulay will provide all dietary requirements. 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.

## **Allergy Alert**

Please let us know if your child has any allergy. If your child requires medication, you will be asked to fill out the necessary 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 Centres for Children makes every effort to reduce exposure to known allergens of children in our care who have life-threatening allergies. A full list of allergens that the centres' current participants must avoid is posted in each centre. Please ensure that you and your child do not bring foods or hygiene products that contain these substances. All Macaulay programs do not permit any 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.

## **Health Information and Immunizations**

You provide important health information about your child when you complete your child's enrollment form before he starts the program. Please let the child care 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 (temperature above 38C), diarrhea or vomiting, persistent cough or pain;
- 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 and/or;
- Thick coloured discharge from eyes.

If your child becomes ill during the day we will, we will call you. You or another designated pick-up person must pick up your child within one hour of being called.

We follow guidelines from the Toronto Public Health department about when a child with a communicable disease can attend the centre. These guidelines are posted in the child care centre; please ask your centre supervisor if you would like a copy.

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.

## **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. 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.

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

If you would like a full copy of our Serious Occurrence Reporting Procedure, 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. Depending on the situation parents will be notified by email or telephone call.

## **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 as well. 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 and children often 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

During warm weather:

- sun hat with 3-inch brim
- extra clothes (for water play)
- outdoor shoes
- sunscreen

## **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 after school 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.

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

## **Sunscreen and Other Products**

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. No aerosol sunscreens are allowed. 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. Other over the counter products such as: lip balm, insect repellent and moisturizing lotion also require a consent form to be completed.

## **Neighbourhood Walks and Local Outings**

Occasionally the teachers include neighbourhood 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 to join us!

## **Severe Weather and Air Quality**

The Child Care and Early Years Act outlines the program requirements for children in full day care to be outside at least two hours per day (weather permitting) this applies to both summer and winter seasons. Children receiving care in before or after school programs are required to be outside at least 30 minutes per day (weather permitting) and at least two hours on non-instructional/full days and 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 neck warmer or 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 water play 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.

## **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.

## **Smoke Free Policy**

Smoking is not allowed at any Macaulay work or service site. Macaulay Child Care programs are required to be smoke free environments. 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.

## **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.

# Program Information

## 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 enrollment 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.

**For a complete copy of Macaulay's Safe Arrival and Departures Procedure:**

[External Link](#) or *Appendix A*

**For a complete copy of Macaulay's Safe Arrivals for Before and After School Programs Procedure:**

[External Link](#) or *Appendix B*

## If You Are Late

The child care 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 6:30 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 the appropriate Child Protection Agency.

## 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.

## Holidays

We are closed for the following public holidays:

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

# Registration Information

## Registration for New Families

The registration process involves the completion of the child registration forms.

## Child Care Fees

**Fees vary by age group and program** including infant, toddler, preschool, kindergarten and school aged programs. See Appendix A for your centre fees.

Your monthly child care fees vary depending on the number of enrolled days in a month. 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).

Please Note: Except for child care base fees and the NSF charges, there are no other fees collected from families.

The following applies to Kindergarten and School Age only in regards to registration and applicable fees:

- a) **Instructional Days/School Day:** *a day during which all students are required to attend and participate in school activity for the full school day.*
- b) **Non-Instructional Days/Non-School Day:** *a day in a school calendar year that is not a day of instruction for students (e.g., PD days, Christmas and March break).*

**Families are required to opt in or out of Non-Instructional days. Families will be able to make changes 2 times per school year in September and January:**

- Opting in or out from September to the end of Christmas break
  - Opting in or out from January to the end of June
- c) **Summer Camp:** *offered to kindergarten and school aged children during the summer months.*

## Child Care Payments

Child Care payments are processed on a monthly basis. In your online registration package, you will find a *Fee Information Form* that includes your monthly fees and your fee payment options.

We offer the following payment options:

- Pre-Authorized Payment Savings or Chequing Account
- Pre-Authorized Payment Credit Card (Visa, American Express, and MasterCard)

Families have the option to choose monthly draw dates for their child care fee to be processed on the 1<sup>st</sup>, 15<sup>th</sup> or both of each month.

Monthly statements are available through the online portal. Monthly statements are issued at the end of each month, for the following month (e.g., your statement for December will be issued on November 30th).

### **Failure to pay your fee**

If you do not pay your fees in full and in a timely way, you risk losing your child care space. If you are having difficulty paying your fee, consult with your child care centre supervisor; he/she will meet with you to develop a Payment Plan.

### **Credits & Refunds**

If there are changes in fees or enrollment during the month that result in overbilling, the excess amount will be credited to your account and applied to the bill for the following month.

Children who withdraw before the end of the month may be eligible for a refund, provided that a two-week written notice is given.

Please note that processing refunds may take anywhere from 3 weeks to 3 months.

### **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 50 days per calendar year. Absent days include when your child is on vacation, sick or absent for any other reason. Child cannot be absent for more than 20 consecutive days. 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 50 days, you will be responsible for paying for the full cost of care. If your daily fee changes for any reason, please contact the child care centre supervisor to complete a new Fee Information Form.

### **Making Changes**

#### *Registration Changes:*

If you require changes to your registration information, these can be made using the online parent portal or by speaking to your centre supervisor. Registration changes include: family/child contact information, emergency contact information, health information, etc.

#### *Enrollment Changes:*

The key to quality is a well-planned, well-staffed program. That is why we require two weeks' notice for any change(s) to your child's enrollment/attendance at the centre. Please discuss with your centre supervisor if any changes can be made to enrollment such as: part-time child requiring a change to the day of care, part-time care to full time care, a change in hours requiring care such as from AM to both AM and PM, etc., whenever possible.

#### *Payment Changes:*

Any changes to method of payment can be made online using the parent portal. Please note that these changes require 3 business days to take effect.

## **Withdrawing/Leaving the Program**

Should you choose to withdraw your child from our child care program, you will be required to give the centre supervisor two (2) weeks written notice. During this period you will be responsible for paying your regular fees. If no notice is provided, you will be charged your regular fee as a penalty for the next two weeks, regardless of whether your child attends during that period. 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 waitlist.

Our accounting department will issue 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; we advise you to consult directly with the Subsidy office or ask your child care centre 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.

## **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.

## **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 your child on the waitlist. Parents are welcome to contact the center for an update of their child's status on the waitlist at any time. Privacy and Confidentiality of the waitlist information is maintained at all times.

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 the centre is located
- A child protection/welfare agency requests placement for a child.

*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.*

**For a complete copy of Macaulay's Waitlist Policy:**

[External Link](#) or *Appendix C*

## **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 offered an option of a full-time spot or will be asked to leave with a minimum of a 2-week notice.

In licensed child care centres, families may receive a withdrawal notice if there is no space in the child's next age group. In the school age program, the oldest children will be asked to leave. Additionally, for stand-alone centres serving children 0 to 4 years, withdrawal notice may be issued to families of the oldest children starting from June 30th. Families are given 60-day notice period.

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.

Other examples leading to withdrawal of services include:

- Non-payment of program fees
- Frequent late pick-up
- Parents/guardians who exhibit violent or harassing behaviour towards staff, volunteers, students, other children and families
- Resources for children with extra support needs are not available or have been exhausted or refused by a parent/guardian
- Refusal by parent/guardian to meet with staff and/or consent to use of support services or for children with extra support needs.

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

**For a complete copy of Macaulay's Complaints and Feedback Policy and *We Want to Hear From You:***

[External Link](#) or *Appendix D*

**Macaulay Centres for Children  
Licensed Child Care Centres Parent Handbook –  
Acknowledgement Form Issue Date: January 2026**

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I, \_\_\_\_\_ the parent/guardian of  
*(parent/guardian name)*

\_\_\_\_\_, have read and agree with the  
*(child's name)*

Macaulay Child Care Policies and Procedure in this Parent Handbook.

**Parent/Guardian Signature:** \_\_\_\_\_

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

**Supervisor's Name:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

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

*\*This form will be kept in your child's file.*

Macaulay Child Development Centre  
Policy and Procedure Manual

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Subject: Safe Arrivals and Departure Procedures

Program: Child Care Centres

Date Approved: June 2008; February 2016; February 2024, August 2024

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### Overview

Safe Arrival and Departure Procedures help support the safe arrival and departure of children attending care. The procedures are used to ensure that children are given safely into the care of their parent/guardian or other authorized person. Also, whenever the child does not arrive at the centre as expected, the steps are taken to explain child's absence.

### Procedure for safe arrivals

- If the child does not arrive at the centre as expected and the parent/guardian has not communicated that the child will be absent, the centre contacts the parent/guardian by 11:30 am to confirm the reason for the child absence.

### Who may pick up a child:

- Centre staff may release a child to his parent (unless there is a court order restricting access), legal guardian, or anyone whom the parent/legal guardian authorizes.  
*Note: Custody agreements or other court orders must be kept on file*
- If a parent wishes to include a person who is under 18 (but not younger than 14) on the authorized pickup list, supervisor and parent must meet to discuss this arrangement to ensure it is safe. Parent signs the "Authorization for Youth Escort" form and supervisor places it in the child's file. *Parents can not include anyone younger than 14 on the authorized pick up list.*

### How a parent/guardian authorizes someone to pick up a child: A parent/guardian authorizes someone by:

- Including the person on the child's authorized pick up list (part of the registration form). This means the person can pick up the child even if parent/guardian does not tell the centre ahead of time.
- Telling the centre in advance the name of a person (not on the authorized pick up list) who will pick up the child on a particular day.  
*Note: If a parent/guardian leaves information on a phone message that someone not on the authorized pick up list will pick up the child, the centre must verify the message before releasing the child.*

When a child is picked up:

- Acknowledge the arrival of the person
- If you do not know the person, and there is no one at the centre who is able to confirm the person's identity, request photo ID to confirm the person's identity before releasing the child
- When a child is picked up by someone authorized by the parent/guardian but not on the pick-up list, request photo ID to confirm the person's identity before releasing the child
- Sign the child out on the attendance form

When someone arrives to pick up a child, and there is no record that he has been authorized by the parent/guardian:

- Centre staff may not release a child to an unauthorized person unless required by law (e.g. child welfare or police)
- Double check the authorized pick up list, phone messages, and log book
- Inform supervisor/designate
- Contact parent/guardian
- If you are not able to contact the parent/guardian by Centre closing time, contact emergency contacts to pick up child
- If the unauthorized person becomes unreasonable or threatening, contact the police.

When the child is not picked up by 6:10pm and the parent/guardian did not contact the centre:

- Centre staff call the parents, if the parent/guardian can not be reached, the centre staff calls the emergency contacts.
- If the centre staff is unable to reach anyone by 6:30pm, the centre staff calls CAS.

There are always 2 staff closing the Centre. There must be a Macaulay Staff Person (not a casual staff) and an RECE onsite. In extenuating circumstances, the exemption can be approved by an ELC director.

Macaulay Child Development Centre  
Policy and Procedure Manual

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Subject: Safe Arrivals for Before and After School Programs

Programs: Child Care Centres

Date approved: January 06, 2004, revised May 2014, January 18, 2018, February 16, 2022, January 30, 2024

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**Summary:**

Use this procedure when a child who is scheduled to attend the after school care, does not arrive at the meeting place as expected on instructional days. On non-instructional days please follow Safe Arrivals and Departure Procedure.

Whenever a child does not arrive at care as expected, staff must confirm with school personnel, parents, caregivers or emergency contacts the reason for the child's absence. Staff cannot rely upon information provided by other children attending care.

**Procedure for Child Attending School where Child Care Centre is Located:**

*Note: The steps below are also applicable for programs where children are walked back and forth to a nearby school.*

1. The Supervisor or the Designate checks messages prior to the commencement of the after school program and informs the staff about any confirmed absences.
2. In case the child is absent and the parents did not inform the centre about it:
  - a) Staff checks with the school's office or the child's teachers about whether or not the child attended school that day.
  - b) In case the child was at school but did not arrive to the program, the staff contacts the parents.
  - c) If the parents cannot be reached, staff or supervisor/designate phones 911.
  - d) Staff or Supervisor/Designate calls the Manager of ELC, Program Director or Executive Director to inform them about the situation.
  - e) Staff or Supervisor/Designate informs school office about the situation.
  - f) Staff or Supervisor/Designate phones child's emergency contact and continues trying to reach parents to inform them about the situation.

**For children being picked up from bus, the staff person:**

*Note: The steps below are also applicable for younger children that attend specialized programs during the day and are bussed to Macaulay centres.*

1. The Supervisor or the Designate checks voice mail messages prior to the commencement of the after school program and informs the staff about any confirmed absences.
2. Staff meet the bus at the designated location and time. Carry emergency numbers

and the walkie-talkie.

3. In case a child is absent and parents did not inform the centre about it, staff:
  - a) Ask the bus driver for any information about the child.
  - b) Contact supervisor or designate over the walkie talkie to inform them that the child is not there.
  - c) Call the parent to inform them the child was not on the bus.
  - d) If parent is unaware that the child was not on the bus, parent or staff phones the office of the child's school.
  - e) In case the parents cannot be reached, staff or supervisor/designate phones the office of the child's school.
  - f) If the school does not know of child's whereabouts, staff or supervisor/designate phones 911 and informs the school that a 911 call was made.
  - g) Staff or Supervisor/Designate calls the Manager of ELC or Director of ELC to inform them about the situation.
  - h) Staff or supervisor/designate phones child's emergency contact and continues trying to reach parents to inform them about the situation.

Cross References:

Serious Occurrence Reporting Procedure  
Safe Arrivals and Departure Procedure

Macaulay Child Development Centre  
Policy and Procedure Manual

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Subject: Licensed Child Care Program Waitlists

Program: Licensed Child Care

Date Approved: September 29, 2016; March 30, 2017; July 20, 2017; December 2019

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**Summary:**

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 on an ongoing basis. There is no fee to place a child on a waitlist. Parents are welcome to contact the centre for an update of their child's status on the waitlist 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 except for the following priority considerations:

- Full time children (5 days per week)
- Children transferring from other Macaulay child care programs
- Siblings of children currently enrolled
- Children attending the school in which centre is located
- A child welfare agency requests placement for a child

Parents are informed at the time that they are placed on the waitlist that they will be removed from the waitlist 3 months after the date they identify that they require care, unless they contact the Child Care Centre to request an extension.

*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.*

**Home Child Care:**

Home Child Care develops and maintains a central waitlist that is organized geographically. Each Home Child Care Consultant maintains the waitlist for a specific geographic area. A central waitlist is maintained and referred to whenever a HCC space becomes available. Spaces are offered on a first come first serve basis except for the following priority considerations:

- Geographic location
- Parental and provider preference (e.g. hours of care, escort to school, etc.)
- Ages of the children must meet statutory guidelines
- Siblings of children currently enrolled
- Children transferring from other Macaulay licensed child care programs
- A child welfare agency requests placement for a child

Parents are informed at the time that they are placed on the waitlist that they will be removed from the waitlist 4 weeks after the date they identify that they require care, unless they contact Home Child Care to request an extension.

Macaulay Centres for Children  
Policy and Procedure Manual

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Subject: Complaints and Feedback Policy for Service Users and Community Members

Programs: All Programs and Departments

Date approved: September 14, 2011; November 12, 2014; November 8, 2017, June 25, 2019;  
December 13, 2023

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### Policy

Macaulay is committed to providing high quality and accessible programs and services. If service users (including parents) 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 are generally given the name of the complainant unless advised otherwise by legal counsel. All complainants, respondents and other persons involved with the complaint process have a responsibility to ensure that matters remain confidential.

Community members and service users are asked to provide their complaint in writing in order that the complaint can be fully and fairly investigated. Anonymous complaints are investigated based on the information available. Should Macaulay become aware of a complaint on social media/online, it is addressed through this policy. 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 (<https://www.ohrc.on.ca/en>).

### Definitions:

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

**Complaint** A *serious* concern, typically expressed in writing, about a policy, procedure, 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.

**Reprisal** Any harassment, intimidation, threats, retaliation, and or discipline against a person (e.g., complainant, respondent, witness or investigator) for their participation, or assumed participation, in the investigation.

**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 a Macaulay staff; preferably directly to the immediate Program Supervisor. Complaints received by staff report the complaint to their Program Supervisor or any other member of management. Complaints received by staff about their Program Supervisor should be reported to their supervisor. The complainant is asked to put the complaint in writing and to include their contact information. If the complainant has difficulty putting the complaint in writing, assistance will be provided.
2. The supervisor informs their immediate supervisor or Program Director immediately upon receipt of the complaint. Complaints on social media/online should also be reported to the Director of Communications and Strategic Partnerships.

3. If the complaint comes under one of the following categories, those policies will apply:
  - Complaints and Feedback for Service Users and Community Members
  - Diversity, Equity and Inclusion and the Procedure for Handling Human Rights Complaints
  - Occupational Health and Safety
  - Reporting Child Abuse and Neglect
  - Serious Occurrence
  - Workplace Harassment and Sexual Harassment
  - Workplace Violence
4. Complaints are investigated using the Investigation Protocol.
5. 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. If the nature of the complaint warrants, the Program Director or Chief Executive Officer may attend the meeting.
6. 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 using the Investigation Protocol. If the complaint is about an agency policy, procedure, or practice, this step must involve the appropriate Program Manager or Director. Where the complaint or the resolution may involve legal, financial or public relations liabilities, the final decision concerning the resolution is made by the Director. The Director informs the Chief Executive Officer who informs the Chair or the Board, as needed.
7. Online complaints or feedback are responded to or addressed by the Director of Communications and Strategic Partnerships.

### **Appeal Process**

Should a complainant not be satisfied with the complaint resolution, the complainant is advised that they can appeal the decision to the Chief Executive Officer (CEO) within ten (10) working days of receiving the complaint resolution. The decision reached by the CEO is final.

The grounds for review are:

- investigation was not completed in accordance with these procedures
- new information and or evidence becomes known

Complaints may be directed to the attention of the Chair of the Board of Directors *only* if the complaint is about the CEO, or if the CEO has an actual or perceived conflict of interest in the complaint resolution.

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.

### **Assurance Against Reprisal**

No complainant is penalized or subject to any prejudicial treatment if they made a complaint in good faith.

Reprisal for participation in the investigation process is prohibited. Macaulay will take all reasonable steps to protect those who participated, or are believed to have participated, in the investigation process from reprisal or retaliation.

### **Cross References**

Complaints Policy for Staff, Students and Volunteers

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

Investigations Protocol

Occupational Health and Safety

Privacy and Confidentiality

Reporting Child Abuse and Neglect

Serious Occurrence

Social Media and Online Content

Whistleblower Protection

Workplace Harassment and Sexual Harassment

Workplace Violence

# Making a Complaint

The How-To Guide

## Our Goal:

- ▶ Macaulay wants to provide welcoming and high-quality programs and services to children, their families and caregivers.

## Our Complaint Policy:

- ▶ You have a right to make a complaint if you are not happy with our services, personnel or policies.
- ▶ All feedback is welcome. We will look at all complaints carefully in order to improve our services.
- ▶ When we look into a complaint, we respect the rights of everyone involved.
- ▶ We make every effort to resolve complaints as quickly as possible.

## How to Get Complaints to Us:

- ▶ Contact us with the complaint as soon as possible. A delay may make it harder for us to solve the problem.
- ▶ Talk directly to the Program Staff. Most times complaints and concerns can be resolved by speaking to the staff involved.
- ▶ If this does not work, tell the Program Supervisor, or any other manager, about your complaint.

## What to Expect:

- ▶ We will ask you to put the complaint in writing to the Program Supervisor or any other member of a management team.
- ▶ If you need help putting the complaint in writing we will assist you.
- ▶ The Supervisor will meet with you to understand your complaint and how you want it solved.
- ▶ The Supervisor will investigate your complaint. If it is about an agency policy, a member of senior management will be involved.
- ▶ Depending on the complaint, the final decision may be made by the Chief Executive Officer (CEO).
- ▶ If your complaint is about a Macaulay staff member or volunteer, we will tell that person about the complaint. We believe they have a right to know who is making the complaint and what it is about.
- ▶ Where possible, we will try and come up with a solution to the complaint.
- ▶ If you are not satisfied with our decision, you can make an appeal to the Chief Executive Officer. If you are not satisfied with the decision of the Chief Executive Officer you can appeal to the Board Chair.
- ▶ The decision made by the Board Chair will be final.

Here are some numbers that may be helpful:

▶ **Your Program Supervisor is:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

▶ **Early Learning and Care**

416-525-7066

▶ **Community Programs**

416-953-6168

▶ **Chief Executive Officer**

416-789-7441 ext. 226

▶ **Board Chair**

Please mail to: **Macaulay Board Chair**  
Macaulay Centres for Children  
2010 Eglinton Ave. W. Suite 400  
Toronto, Ontario M6E 2K3