



Macaulay
Centres
for Children



Macaulay - Home Child Care

Parent Handbook

ISSUE DATE: November 2024

Welcome to Macaulay Home Child Care

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

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

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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 extra support 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 home child care
- Licensed child care centres
- EarlyON child and family centres
- Homework clubs and after-school programs
- Parenting groups for mothers, fathers, and for other caregivers
- In-home parent education and support
- Speech and language service
- Consultation services
- Services offered in various languages

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/

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

Program Statement

Macaulay's Home Child Care Program: Excellent Care for Children in a Family Setting

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

Our goals for the children in our program:

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

How we foster a sense of belonging:

- We build positive, caring, and responsive relationships with children
- We value and respect diversity
- We are sensitive to the needs of each child
- We connect the child to the community around them
- We encourage children to do things together and communicate with one another

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

- We follow the Canada Food Guide to ensure all children are well nourished
- We make sure that our child care settings-including homes, parks, and other places in the community are safe and hazard-free
- We supervise the children at all times, we provide a schedule for the children. This includes indoor play, outdoor play, meal time and rest time. We consider the needs of each child
- We build positive, caring, and responsive relationships with each child

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

- We teach children how to interact in a positive way
- We foster children's self-esteem
- We encourage communication and expression in all forms
- We help children resolve issues and 'self-regulate' by supporting them when they are upset and need assistance regaining their composure

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

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

How we value our partnership with parents:

We recognize that parents are their children's first and most important teachers

- We provide parents the opportunity to be involved in their child's daily programming
- We communicate with parents about the program and their children, for example, we share information at the beginning and end of each day. We also post menus and programs and we discuss these plans with parents regularly
- We send out a monthly newsletter called the "Mac Messenger" to provide updates and information about the Early Learning Framework

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

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

About this program statement:

We regularly review the impact of the above program statement; we conduct parent satisfaction surveys, complete child guidance checklists for staff and providers 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 working with children. Macaulay Centres for Children provides ongoing professional development to staff and home child care providers. This supports them in understanding and implementing this program statement. With input from staff, providers and parents, Macaulay ensures that the approaches in this program statement are implemented and evaluates the impact for children and families.

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

In our Home Child Care Program, we strive to ensure that your child receives excellent care in a family setting. We do this by:

- Carefully screening providers, including a Vulnerable Sector Police Reference Check
- Visiting provider homes to make sure Ministry Standards, City requirements and Toronto Public Health guidelines are met
- Current Standard First Aid (+CPR) training
- Providing education & training, information and support to Providers
- Providing Early Intervention resources and support through Every Child Belongs model
- Collaborating with the family and provider to ensure the optimal development of your child

The provider and home childcare consultant work together to provide optimal growth and development within a nurturing environment. The provider will plan and implement age-appropriate learning activities following the children's interest and needs such as;

- Collaborating with the family and provider to ensure the optimal development of your child
- A variety of indoor and outdoor learning activities
- Routines based on the children's needs
- A well-planned menu following Canada's Food Guide to provide healthy meals
- Community outings to places such as the park, library and local Early On centres

Home Child Care Consultant Responsibilities

They will:

- Visit the Provider's home at least once monthly or as needed
- Ensure the home is following the requirements from the Ministry of Education, City of Toronto and all Macaulay Policies and Procedures
- Provide consultation and support to help the Provider meet the needs of the children
- Provide educational workshops and training for Providers throughout the year
- Address and support any parent concerns
- Help you find back up or alternative care if needed
- Provide ongoing communication with parents through emails, newsletters, or phone calls

Provider Responsibilities

They will:

- Always supervise your child
- Provide a safe and healthy environment
- Plan one nutritious meal and two snacks for full day care
- Plan a morning and afternoon snack for school-age children

- Plan and implement age-appropriate group and individual activities for all the children in care
- Plan indoor and outdoor activities every day as per Ministry requirements and weather permitting (outdoor requirement is 2 hours per day for full day care)
- Provide all equipment (such as playpens and strollers) that meet government safety standards
- Plan for weekly community outings to places such as to parks, libraries and Early ON Centres
- Provide a quiet area for rest time
- Post the schedule and program plan of activities in the home for you to see
- Follow the Home Child Care Program Statement
- Tell you as soon as possible if they cannot provide care so that back up can be arranged
- Set a regular time to talk with you about your child's activities and progress

The Parent Responsibilities

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

Provide the Agency with all the information we will need to take care of your child. This will be done at the start of placement through the My Macaulay Parent Portal and Intake. If there are any changes or updates that we should be aware of on a daily basis, you can update them in the My Macaulay Parent Portal or speak to your HCC Consultant and/or Provider as soon as possible. Please note on an annual basis you are to review, update and sign the parent/provider consents on the My Macaulay Parent Portal.

(Link: <https://my.macaulaycentre.org/ParentPortal/login.aspx>)

These changes or updates can be:

- About your child's daily routine
- About any food restrictions or allergies
- Changes in your child's medical needs
- Your current contact information including home address, email and telephone numbers
- Your emergency contact people and their phone numbers (needed for contacting you in case of an emergency)
- Changes in bussing schedules for your child's school
- Changes in your pick-up escorts (pick up person must be 18+ years of age)
- If your child will be away for any reason

Parents are to supply their provider with all items that they will need in order to ensure their child has everything they need for the entirety of the day.

These include:

Infant formula, bottles, and food for children under one year of age

Diapers and diapering products

- A complete change of clothes
- Appropriate clothing for the outdoors
- If you are to bring any food from home to your child's provider's home you must ensure it is in a sealed and labelled container with your child's name on it and you must make sure it does not contain nuts or nut products or known allergens

Make sure your child is ready and able to take part in the child care program

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

It is very important that you:

- Pick up your child at the time you have agreed with the provider as per your parent provider agreement
- Sign the provider timesheet once a month, once you have reviewed it and agree that your child's attendance is correct. If you have any questions regarding your timesheet please reach out to your Consultant for support

Stay Connected

Your child is now part of another home for many hours each week. No two homes are the same, and your child may need to adjust. Working together with your provider can help your child adjust in the new environment by:

- **Daily communication with your Provider**

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

- **Stay in touch with your Home Child Care Consultant**

Our focus is on the child as a family member. We want to work with you to make sure

your child gets the best possible care. Please reach out to your HCC Consultant if you have any questions or concerns.

- **Come to our parent advisory meetings and special events**

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

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:

- Comply with 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

Program Information

Fees

Before you start in the Macaulay Home Child Care Program, the intake staff will inform you of the daily fee and you will complete a Fee Information Form.

Your monthly child care fees vary depending on the number of enrolled days in a month. You are required to pay for vacation days, sick days or anytime your child is absent. This is because the Provider is set up to provide care on those days. You are not required to pay for statutory holidays.

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

You are required to pay your fees upon admission and on the 1st or/and the 15th of every month thereafter. Payments can be made by:

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

Monthly statements are available through the online Parent Portal. You can view your statement that will show your payments, and any amounts you are owing through your account on the Parent Portal.

It is very important to pay your fees on time. If you are having difficulty paying your fee, please talk to your Home Child Care Consultant right away.

Please Note: You will find a copy of parent fees attached at the end of this handbook.

Failure to Pay your Fee

If you do not pay your fees in full and in a timely manner, you are at risk of losing your child care space and may be referred to a fee collections agency. If you are having difficulty paying your fee, consult with accounting or your HCC consultant and they will meet with you to develop a Payment Plan.

Hours of Care

Your Provider will arrange with you the hours of care for your child. Providers are generally available from 6 am to 6 pm, Monday to Friday. Some Providers are available evenings from 6 pm to midnight, overnight from midnight to 7 am and on weekends - day, evening and overnight hours.

Statutory Holidays

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

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

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

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

Meals and Snacks

Your Provider will make healthy meals and snacks that your child enjoys.

Children who stay for the entire day will be provided a lunch, a morning snack and an afternoon snack. You can refer to the posted Menu Plan in your Provider's home.

If your child stays for lunch at school, you must provide your child with a lunch.

If your child is under one year of age, you must provide your baby's food, with written instructions for feeding.

Parents will:

- Confirm allergens/food restrictions observed in the HCC Provider's home.
- Check ingredients of food prior to bringing it into the HCC Provider's home.
- Ensure there are no ingredients in their child's food that contain allergens being restricted in the HCC Provider's home.
- Ensure all ingredients are labelled.

Back-up care

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

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

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

Dropping off and picking up your child

Hours of Care

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

Talk to your Provider every day

You must take your child right to your Provider's door each day. Tell your Provider about anything unusual, such as signs of illness, not sleeping or eating well, marks or bruises, important family events, and so on. At the end of the day, try and take a few minutes to ask your Provider how the day went.

Who can pick up my child?

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

If you are late

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

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

Walking to School

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

Please see Appendix A for full Safe Arrival and Departure Procedures

Medical Requirement

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

Families who choose not to have their child immunized must obtain an affidavit stating this decision. The forms for this affidavit are available through Toronto Public Health. Please call Toronto Public Health at 416-392-1250 for further information.

When your child gets sick

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

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

If your child is sick you must make arrangements for your child to stay at home. If your child gets sick during the day, your Provider will call you. They will take care of your child as best they can until you arrive to pick them up. If your child displays any of the symptoms above, they are only allowed to return to care after 48 hours symptom free. (Reference as per TPH)

If your child has been away for 10 days or more because of a serious illness, we require you to bring a note from your doctor saying that your child can return to care.

Medication

Providers are allowed to give medication that is prescribed by a doctor. You must complete and sign a form giving instructions. Give the medication to your Provider, and please note it must be in the original container it came in.

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

Specialized Care due to Medical Needs

An Individualized Plan for Children with Medical Needs is completed by the parent/guardian of a child who requires specialized care due to medical needs (for ex: asthma or food allergy). You are to include input from a doctor or regulated health professional who is involved in your child's care. This form will be completed and signed during the intake process and reviewed by the HCC consultant and Provider annually or as needed.

Medical Emergencies

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

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

Severe and Life-Threatening Allergy

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

If your child has a life-threatening allergy and requires an epi-pen, please inform the Intake person or your Provider before your child starts so that the appropriate measures can be taken. An Individualized Anaphylaxis Plan is required to be completed and signed by a parent for any child who has a life-threatening allergy. (See Life Threatening Allergies Policy below).

Program Policies and Procedures

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

Providers will:

- Treat children with respect
- Respect and value all cultural groups
- Create a climate of trust in their homes
- Use positive ways to guide how children behave
- Supervise children at all times

Providers will not:

- Use corporal punishment of the child;
- Physically restrain 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;
- Lock the exits of the child care centres or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use 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;
- Deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflict any bodily harm on children including making children eat or drink against their will.

Confidentiality and Consent Policy

Macaulay will not share any 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.

Life Threatening Allergies Including Anaphylaxis Policy

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

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

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

The parent/guardian or doctor trains the provider and household members (18+), the consultant and any Macaulay student who will be with the child during child care hours about what to do if the child has an anaphylactic reaction and how to use the epi-pen.

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, and parents to report immediately any concerns about abuse or neglect of a child.

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

- Keep the report to Children's Aid Society (CAS) confidential and protect your privacy as best we can.
- Communicate the steps of the investigation following CAS recommendations.
- Offer you and your child all the support we can.

Smoke Free Policy

According to Ontario Law, smoking is not allowed at the Provider's home. "No Smoking" signs are posted and ashtrays are not allowed. Smoking is not allowed at any time in a provider's premise including outdoor space even if children do not play there or are not present.

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

Complaints

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

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

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

Please see Appendix B for full Complaints and Feedback Policy

Child Accident Procedures

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

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

For emergencies, see medical emergencies section above.

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

Safe Sleep Procedures

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

Conducting a direct visual check for infants, every 15 to 20 minutes and every 30 minutes for older children, during regular hours of care.

For overnight or extended hours of care, it is arranged with parents how often the provider will conduct a direct visual check

Looking for signs of distress or unusual behavior.

Writing down when they conduct a check and keep these records.

Placing children up to 12 months on their backs for sleep. This is to reduce the risk of sudden infant death syndrome.

Serious Occurrence Reporting Procedure

A Serious Occurrence is addressed immediately and reported to the Ministry of Education. Some examples of a Serious Occurrence are a life-threatening injury or a missing child. If there is a serious occurrence, a Notification Form is posted for 10 days at the provider home where the incident occurred. The posting includes information about what happened and any follow-up. Details are not given to protect the privacy of individuals involved.

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

Waitlist Procedure

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

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

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

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

Please see Appendix C for full Waitlist Policy and Procedure

Water Safety Procedure

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

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

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

If you want a full copy of any of the Macaulay Policies above or have any concerns regarding the policies listed, please reach out to your Home Child Care Consultant or Program Supervisor.

Students and Volunteers

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

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

Withdrawal / Leaving the Program

Giving Notice

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

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

If you withdraw your child without giving 2 weeks' notice, you may be charged 1 week's fee.

Paying Fees

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

Temporary Withdrawal

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

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

We Want to Hear From You

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

We want to give you and your family the best possible service. We need your ideas and suggestions.

If you have any concerns about the service that you are getting, we want to work with you to solve the problem as quickly as possible.

Talk to your Provider and Home Child Care Consultant as soon as you believe there is a problem. If you are not happy with the solution, call the supervisor of the Home Child Care Program directly. Ask for a copy of our ***We Want to Hear From You*** brochure or **see Appendix D.**

This outlines the steps for making a complaint, and how complaints are investigated. If you make a complaint, we will contact you within 2 business days.

We would also appreciate hearing from you if you have any positive comments or feedback. Consider reaching out to your consultant or sending an email about how you have benefited from our service.

Important Information

Macaulay Centres for Children HCC
Suite 400, 2010 Eglinton Ave W Toronto, ON
M6E 2K3

Email: HCCInquiry@macaulaycentres.org

Website: <https://macaulaycentres.org/>

Parent Portal: [Macaulay Parent Portal](#)

Your Home Child Care Consultant is _____.

Direct Phone Number:

Email:

Home Child Care Program Supervisor: Rosanna Dias

Extension: 243

Email: rdias@macaulaycentres.org

Macaulay Home Child Care Fees
Effective January 1, 2023

Dear Parents/Guardians:

As you know, Macaulay is participating in the Canada Wide Early Learning and Child Care Plan (CWELCC), which has allowed us to reduce child care fees for children **0-6 yrs of age** without compromising quality. Fees for eligible Macaulay families will be reduced 52.75% effective January 1, 2023 as per CWELCC guidelines.

Below is the new fee schedule effective January 1, 2023. The column titled **2023 Fees** is the cost of the program without the CWELCC reduction. The column titled **CWELCC Parent Fees** is the parent fee for CWELCC-eligible programs.

Age	Age Groups	Duration of Care	2022 Fees	2023 Fees
<i>Programs Eligible for CWELCC (Children Under 6 years old):</i>				
0 – 2	Under 2 yrs	Full Time (6 –12hrs)	\$50.79	\$24.00
0 – 2	Under 2 yrs	Part Time (less than 6 hrs)	\$34.38	\$16.24
0 – 2	Under 2 yrs	Extended Day (greater than 12 hrs)	\$67.23	\$31.77
2 – 4	+2 – Under SA	Full time (6 –12 hrs)	\$46.02	\$21.74
2 – 4	+2 – Under SA	Part Time (less than 6 hrs)	\$31.22	\$14.75
2 – 4	+2 – Under SA	Extended Day (greater than 12 hrs)	\$60.85	\$28.75
4 – 12	School Age	School Year	\$26.86	\$12.69
4 – 12	School Age	Summer Full Time	\$37.32	\$17.63
4 – 12	School Age	Summer Part Time	\$25.38	\$11.99
4 – 12	School Age	Extended Day (greater than 12 hrs)	\$48.91	\$23.11
4 – 12	School Age	Weekend Full Time	\$37.32	\$17.63
4 – 12	School Age	Weekend Part Time	\$26.86	\$12.69
<i>Not Eligible for CWELCC (Children Over 6 years old):</i>				
4 – 12	School Age	School Year	\$26.86	\$26.86
4 – 12	School Age	Summer Full Time	\$37.32	\$37.32
4 – 12	School Age	Summer Part Time	\$25.38	\$25.38
4 – 12	School Age	Extended Day (greater than 12 hrs)	\$48.91	\$48.91
4 – 12	School Age	Weekend Full Time	\$37.32	\$37.32
4 – 12	School Age	Weekend Part Time	\$26.86	\$26.86

*Macaulay charges a non-base fee of \$15.00 for each returned payment (NSF-non sufficient funds)

Macaulay Child Development
Centre Policy and Procedure
Manual

Subject: Safe Arrival and Departure Procedures

Program: Home Child Care

Date Approved: December 1, 2023 Draft, July 2024

Overview

Safe Arrival and Departure Procedures help support the safe arrival and departure of children attending Home Child Care. The procedures are used to ensure that children are given safely into the care of their parent/guardian or other authorized person over the age of 18 yrs.

This procedure will provide home child care providers, home child care consultant, home child care agency staff with a clear direction as to what steps are to be taken when a child does not arrive at the home child care premises as expected, as well as procedures to follow to ensure the safe arrival and dismissal of children.

Procedure for safe arrivals:

Accepting a child into care

The home child care provider is responsible for signing children in on the attendance record as children arrive at the home premises where care is provided. The home child care provider is responsible for ensuring any communication from parents/guardians related to drop-off or absences is noted on the daily written record.

Who may pick up a child:

1. A provider 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 in the child's file.*
2. If a parent wishes to include a person who is under 18 (but not younger than 16) on the authorized pick up list, provider, consultant and parent must meet to discuss this arrangement to ensure it is safe. The age of child to be escorted, relationship to child, distance and safety of travel will be considered.
3. This arrangement must be discussed and approved by the HCC Supervisor. If approved Parent signs the "Authorization for Youth Escort" form. The provider will keep the form

and provide a copy to their consultant to be placed in the child's file. Parents may not include anyone younger than 16 on the authorized pick up list.

Where a child has not arrived in care as expected:

1. Where a child does not arrive at the home child care premises and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the home child care provider must:
 - a. Contact the child's parent/guardian not later than 12 pm. Home child care providers shall telephone call, send text or email the parent/guardian of child who is absent. Provider will contact parent at least 1 time with a follow up call if unsuccessful. If provider has been unable to contact parent directly. Provider must leave a message indicating the nature of the call to help with confirmation of attendance. (e.g., telephone call, send text message or email). A provider must call at least once and leave message, and must contact an adult to confirm absence etc.
 - b. Where the home child care provider is not able to reach any parent/guardian to confirm the child's absence from care, they will contact the home child care consultant, home child care agency staff.
 - c. Once the child's absence has been confirmed, home child care provider shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

****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 provider must verify the message before releasing the child.*

Releasing a child from care

1. The home child care provider shall only release the child to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to.
2. Where the home child care provider does not know the individual picking up the child,

the home child care provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian.

Where a child has not been picked up as expected:

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 pm or pick up time indicated on the parent provider agreement, the home child care provider shall proceed with contacting parent/guardian. The home child care provider shall ensure that the child is given a snack and activity, while they await their pick-up.
 - a. Home child care provider shall contact the home child care consultant or agency, who will then contact the parent/guardian to advise that the child is still in care and inquire about their pick-up time.
 - b. Where the home child care provider is the person contacting the parent/guardian and they have been unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the home child care provider shall contact the home child care consultant, home child care agency and individuals listed on the child's file.
 - c. Where the home child care provider, home child care consultant is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) by 1 hr after the designated pick up time the home child care provider shall proceed with contacting the local Children's Aid Society (CAS). The home childcare provider shall follow CAS's direction with respect to next steps. The home child care provider shall also advise the home child care consultant and/or Agency.

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

- a. will **not** release a child to an unauthorized person unless required by law (e.g. CAS or police)
- b. shall double check the authorized pick up list and phone messages
- c. contact parent/guardian

- d. contact and inform HCC Consultant
- e. If the unauthorized person becomes unreasonable or threatening, they are to contact the police.

Dismissing a child from care without supervision procedures:

Home child care provider will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Macaulay Centres for Children
Policy and Procedure Manual

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

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

Macaulay Child Development Centre
Policy and Procedure Manual

Subject: Licensed Child Care Program Waitlists

Program: Licensed Child Care

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

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.

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. 224

▶ **Board Chair**

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