



Macklin House Daycare Center Inc.

Registration Package



Welcome to our House!

We believe in the strength of our diversities and celebrate our unique cultures by forming partnerships with our families and the community.

www.mhdc.ca

create.challenge.engage

UPDATED JULY 2020: HEAD OFFICE



Welcome to Macklin House Daycare!

Thank you for choosing our agency for your child's care and welcome to our Family.

We look forward to forming a collaborative relationship with you and your child.

You will find further information regarding our policies and procedures in the Parent Handbook. This document is available on line on our website at www.mhdc.ca . Kindly ensure that you are familiar with our center policy and procedures.

Together, we look forward to create, challenge and engage!

Shahina Lalani RECE
Executive Director

C. Everett Koop — *'Life affords no greater responsibility, no greater privilege, than the raising of the next generation.*

Our Guiding Principals

During our first years of life, the brain develops at an astounding rate. Scientists now know this process is not just genetic but is dramatically influenced by our early experiences with people and our surroundings. (National Scientific Council on the developing child)

Macklin House Daycare endeavors to deliver a program which provides opportunity for children ages 0 – 12 to actively play, inquire, and explore materials, in a safe and positive environment.

Our qualified staffing team, in collaboration with children's families will build on interests, encourage self –worth, value each child and family's individuality and create opportunities for all of us to create, challenge and engage together.

Our Mission Statement

In pursuit of excellence in development, care and partnership with parents and the community, Macklin House Daycare Center Inc. endeavors to provide a safe and educationally enriched program for all children.

Our licensed centers create opportunities for social, emotional, cognitive, and physical development. Our programs are designed to encourage children to be independent and build self-esteem.

Through exploration, play and inquiry children have the opportunity to create, challenge and engage.

Our Philosophy

Macklin House Daycare Center Inc. recognizes that each child is an individual. Through experiences which invite children's interests and stimulate creativity, each child is given the opportunity to actively investigate the world around them and learn at his/her own pace.

We believe in the strength of our diversities and celebrate our unique cultures by forming partnerships with our families and the community.

Our qualified staffing team, in collaboration with children's families, encourage self-worth, value each child and family's individuality and create opportunities for all of us to create, challenge and engage together.

OUR GOALS

- To recognize that each child is an individual and must be nurtured and treated with respect.
- Provide opportunities to form positive relationship between children and adults
- Facilitate a sense of belonging within the center and the community by providing partnerships with caregivers, parents, and guardians.
- Offer a safe and enriched and positive environment for children to play, learn with confidence
- Deliver play opportunities for children to active explore their environment.
- Provide experiences that promote exploration through play and inquiry.
- Provide children opportunities to create challenge and engage with adults, children, and the environment.

WHAT YOUR CHILD NEEDS AVAILBLE AT THE CENTER EVERYDAY

INFANTS TODDLERS

| |
|-------------------------------------------------------------------------|
| Full change of clothing Full change of clothing Full change of clothing |
| Diapers Diapers/pull ups Indoor shoes |
| Wipes/Creams Wipes/ Creams |
| Formula /Baby foods |
| Sanitized bottles |
| Indoor shoes |
| Blanket |

PRESCHOOL

| |
|------------------------|
| Full change of clothes |
| Pull ups (if required) |
| Indoor shoes |
| Blanket |
| Sippy Cup |

KINDERGARTEN/SCHOOL AGE

| |
|------------------------|
| Full change of clothes |
| Indoor shoes |
| Water Bottle |

SEASONAL FOR ALL CHILDREN:

SUMMER: HAT, SUNSCREEN

WINTER: WINTER JACKET, WINTER PANTS (SNOWSUIT), HAT, SCARF, GLOVES, BOOTS

REGISTRATION AND FEES

All children must be registered in our program. A registration fee and complete registration form, including immunization for children who are not attending a school system must be submitted before a child can start into our program.

The registration fee is non-refundable and is in place until your child withdraws from the program. If a child is withdrawn and re-registered at a later time, this fee is applicable again.

Parents who are registering an Infant should submit a completed and comprehensive Infant profile so that we can facilitate baby to the best of our ability.

Parents with children who have an Anaphylactic Allergy that required special attention – that require an emergency medication, such as an epinephrine injector or inhaler must be submitted. A completed protocol outlining the directions of how we may support the child in case of emergency. Parents with children who require emergency medications must submit the medications (i.e. epinephrine injectors, puffers) review the completed information with the onsite supervisor and train the supervisor and staffing team where applicable before the child starts at the center.

Parents with a child that requires an Individual Support Plan (ISP) must submit the completed forms prior to the start of the program

Parents who have a child that requires an Individual Medical Support Plan (IMSP) must submit the completed form prior to the start of the program

Once registered, the registration is ongoing until the time when a written notification to withdraw is received. A notice of one month is required to withdraw from the center.

All fees are applicable, regardless of absence due to illness, vacation or

other. Fees are applicable for Statutory Holidays as outlined.

Registration Fee, Deposit and Withdrawal

Registration Fee

The registration fee must be submitted to complete the registration to the program.

Registration fees are non-refundable.
Registration Fees are not covered by
Subsidy.

Part Time Registration

The minimum registration for the Infant, Program is three days per week. Days must be scheduled and cannot change per week

The minimum registration for the Toddler, and Preschool Program is two days per week. Days must be scheduled and cannot change per week

Deposit

A deposit of **one month** is due at the time of registration. This fee is to hold your child's space in the program.

Deposit is not required for families who are receiving subsidized care from the Region of York. The space is guaranteed by the Region according to your contract.

The deposit will be either applied to your last month's payment OR refunded at the time of withdrawal.

Withdrawal

A **written notice of one month** to withdraw must be submitted to the onsite supervisor.

As per our contract with the Region of York -Families who are receiving **subsidized care** must submit written notice of **10 business days** to withdraw must be submitted to the onsite supervisor

Notices to withdraw are taken on or by the first day of each month and the withdrawal takes place at the end of the that month.

Notices given mid-month shall be applied to the first of the next month.

FEE PAYMENTS

PAYMENTS FROM FAMILIES PAYING FULL FEE

There are two methods of payment:

Preauthorized Electronic Payment or cash payments are accepted.

*We do not accept cheques.

An official receipt for tax purposes will be issued in February.

Pre-authorized Electronic Payment

A pre-authorized Electronic Payment form must be completed and submitted to the office at the time of registration.

Fees must be available in the specified account for withdrawal on by the 1st of each month

An NSF charge of \$25 will applied to for **each** NSF payment

Parents who have had more than two NSF payments will be required to submit a cash payment/money order/bank draft.

Payments must always be up to date . If your account is in frequent arrears, an interruption in services will be placed until the account is up to date

Cash Payments

Parents submitting cash payments must submit a weekly payment on each **Monday** of the month Parents submitting payment on a monthly basis must submit payment on the **First** of each month. A late payment few of \$25 will be applied to **each** late payment

Payments must always be up to date . If your account is in frequent arrears, an interruption in services will be placed until the account is up to date.

PROCESS FOR PAYING VIA E-TRANSFER

- Parents wishing to use this format must contact the Director to receive information /directions for using this method of payment
- Payment must be received by head office on or before the 1st of each month
- Late payments will be subject to a \$25 late fee/per month/ per instance

PAYMENTS FROM FAMILIES RECEIVING SUBSIDIZED CARE

Preauthorized Electronic Payment or cash payments are accepted.

*We do not accept cheques.

An official receipt for tax purposes will be issued in February.

Pre-authorized Electronic Payment

A pre-authorized Electronic Payment form must be completed and submitted to the office at the time of registration.

Fees must be available in the specified account for withdrawal on by the 1st of each month

An NSF charge of \$25 will applied to for **each** NSF

A late payment fee of \$25 will be applied to **each** payment

Parents who have had more than two NSF payments will be required to submit a cash payment/money order/bank draft.

Payments must always be up to date . If your account is in frequent arrears, an interruption in services will be placed until the account is up to date.

Cash Payment

Parents submitting cash payments must submit a weekly payment on each MONDAY of the Week **OR** a monthly payment on or before the 1st of each month.

A late payment of \$25 will be applied to each late payment

Accounts that are in arrears for more than one month will be subject to a possible interruption in care without notice, until account has been brought back to current status.

PROCESS FOR PAYING VIA E-TRANSFER

- Parents wishing to use this format must contact the Director to receive information /directions for using this method of payment
- Payment must be received by head office on or before the 1st of each month
- Late payments will be subject to a \$25 late fee/per month/ per instance

PAYMENT FOR PA DAYS / HOLIDAYS

Children must be signed up according to posted timelines.
Payment must be received at the time of registration
Once signed up, payment is non-refundable regardless of attendance.

Kindly ensure that you receive a receipt for your payment(s). Any questions regarding payment submission/ receipts should be directed to the Director or Program Manager

| | |
|--------------------------------------|----------------------------------------------------------------------|
| HEAD OFFICE TELEPHONE | 905-472-6201 |
| OPERATION'S MANAGER – SARAH TRACCITO | Sarah.traccitto@mhdc.ca |
| DIRECTOR – SHAHINA LALANI | Shahina.lalani@mhdc.ca |

GENERAL PROGRAM POLICIES AND INFORMATION

Age of children

Macklin House Daycare provides care for children from 3 months to 12 years of age.

Hours of Operation

Our Centre is open from 7:00 am – 6:00 pm / Monday to Friday

*other than inclement weather or other emergencies

Center Closures

Our center is closed on the following days:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day *All Statutory holidays are payable.

Attendance

Each Child must be signed in and out each day. Children are not permitted to come into or leave the program without adult supervision

Information Update

Parents are responsible to ensure that all information in the application is current:

Keep the following information updated: Your child's file must be reviewed with the supervisor a minimum of once a year.

- Parent's Home Address
- Parent's Home Telephone Number
- Parents Work Address
- Parents Work Telephone Number
- Email Addresses
- Doctor's Address and Telephone Number
- Emergency Contact Address and Telephone Numbers

Authorized Pick Up

A child will not be released to anyone other than the parents /legal guardians of the child. A note/email/call from a parent/legal guardian giving authorization for release **must** be received. Identification must be provided.

Off Site Activities

Occasionally the center will go offsite, on walks and organized field trips. Supervision of children will be maintained at all times.

Communication with Parents and Parent Participation

To facilitate communication between the program and parents, our agency sends information via email to parents. Please ensure we have your current email address on file.

Our center is committed to providing an environment that fosters co-operation and open communication between parents and center staff. Communication between parents and the program staff and supervisor is essential.

Working collaboratively, we can help your child reach their full potential. Communication regarding behavior challenges, changes in the family environment, or any other component that may have an impact on your child's day while at the center should remain transparent. We may request team meetings to discuss progress, information sharing to set goals.

Parental involvement in the program is encouraged. Our program has a Parental Advisory Committee that is put in place to share and review the program and share concerns. Parents are encouraged to be involved in center events. Memorandums regarding special events will be sent out to inform parents regarding events and trips.

Parents are also asked to complete a program evaluation periodically throughout the year. Feedback and suggestions are welcome any time!

Late Fees

We understand that our days don't always go as we plan. Our center closes at 6pm. A charge of \$2 per minute will be applied.

In the event we have a child who has not been picked up by 7pm and we have not been able to contact parent/guardian or emergency contacts– our mandate is to call the York Region Children's Aid society

Please ensure that you have alternate persons available for pick up:

- If you think that you are going to be late – please ensure that you call the center to inform the staff, you are running late.
- Let us know your if an alternate person is coming to pick up
- Ensure this person has photo ID and is 18 years of age or older
- Let us know the approximate time of pick up

Outdoor Play

While our program encourages outdoor play, depending on the weather. Children will go outdoors during the school year, kindly ensure that they are dressed appropriately for each season.

Infants will go outdoors/on walks every day.

Toddlers, Preschool Children will be outdoor for two hours per day.

Kindergarten and School age children will participate in outdoor activities for 30 minutes each day (weather permitting) while attending on a regular school day and One hour on full days.

Nap Time

Infants take a nap as required throughout the day.

Toddler and Preschool Children take a 2-hour nap daily.

Kindergarten and School Age children will have a designated area to rest and unwind if required.

Child Abuse Reporting

In Ontario, it is the Law that anyone dealing with children in a professional relationship who suspects a child has been abused, whether suggested by the physical condition or from something the child says, is obliged to call Children's Aid for advice and then to follow that advice. The Centre does not investigate or lay blame, it simply reports and follows the Agency's directions. Similarly, if a parent, staff or other, accuses a staff member of abuse, it is the duty of the center to report the accusation to the Children's Aid Society and follow the direction given. The role of the Society is to protect children. Most reports to them are followed up if they believe there is substance to them. The Centre may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be proven through an investigation by the Children's Aid Society.

Serious Occurrence Reporting

All Licensed Child Care Centers are to report any accident/incident that is deemed a Serious Occurrence to the Ministry. All Serious Occurrences will be posted within 24 hours of the incident for a period of ten days on the parent board as per our policy on the parent board located adjacent to the office. In the case of an abuse allegation, the notice will be posted within the 24 hours of the investigation being completed and will remain posted for a period of ten days.

Supervision of Volunteers and Students

Macklin House Daycare from time to time accepts volunteers and Students. All volunteers/Students/Parents will require a vulnerable sector check. As per our policy Volunteers and Students must be directly supervised by a staff member. Volunteers/Students/Parents are not permitted to have unsupervised access to any child at any time.

Vulnerable Sector Screening

Our agency requires that all staff, students, volunteers and others must submit a Vulnerable Screening Report prior to interaction with children.

Behavior Guidance

Macklin House Daycare's Behavior Guidance Policy intends to ensure that there is a partnership of trust, safety and positive relationship between adults and children in the program. Our program endeavors partnering with children to attain positive relationships and create opportunities for children to develop positive behaviors and self-concept.

Behavior guidance is set by a positive, age appropriate manner that is reinforced by clear guidelines and limits. Children are given the opportunities to interact, learn and develop respect for themselves, others, and their environment.

Appropriate and consistent limits will be established, based on the children's ages and developmental needs, to ensure a safe and healthy environment for both the children and the adults in the program.

By providing the above, children are better able to cope with emotions and self-regulate from a negative circumstance.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behavior.

Macklin House Daycare Centre will use parallel guidelines from the “Code of Conduct” of the York Region School System. Therefore, should a child be suspended or expelled from the school the child will not be permitted to attend the program until/if/when the suspension/expulsion is over.

PROHIBITED PRACTICES

MACKLIN HOUSE DAYCARE DOES NOT ALLOW THE FOLLOWING AT ANY TIME

- Any form of corporal punishment or any other form of disciplinary practices that may be harmful to the emotional and physical well-being of children.
(hitting, spanking, grabbing, kicking, squeezing, pushing, pulling, shaking pinching, biting).
- 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 childcare 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 emergency management policies and procedures.
- Deliberate, harsh or degrading measures are to be used to humiliate a child.
- Deliberate degrading measures to be used to undermine a child’s self-respect.
- A child must not be deprived of basic needs, including food, shelter, clothing, or bedding and use of toilet
- inflicting any bodily harm on children including making children eat or drink against their will.

Center Initiated Withdrawal

Upon registration, should the teachers and the Director feel that the program is not suitable for a child, Macklin House Daycare Centre Inc. reserves the right to given notice of dismissal from the center.

Inclusion Policy

Macklin House Daycare is a place for all children. It is our intention to work collaboratively to include all children in our program, including those that may need or require special attention/have identified special needs. In cases where we are unable to provide the necessary care, we will meet with families to offer referral to alternate services.

Personal Belongings

All personal belongings, including gaming toys (iPad, iPod, collective and game cards) **are not permitted** in our program. Our program is not responsible for any broken/missing/personal

Wait List Policy

Macklin House Daycare strives to accommodate all registration requests, however there may be times when space may be unavailable.

No Fees are associated with placing your child on our wait list. Our waitlists are managed by the supervisor of each location. Our wait list information maintains the privacy of the children listed on it however, the information regarding the status and the position on the wait is available to the parents.

Homework Club

Our program offers a “homework club” which is designed to support and offer children the opportunity to do their homework. Children collaborate during homework time, supporting each other. Our role is not to offer a one on one tutoring service, rather support to children to do homework and assignments.

While we recognize the importance of children to do their homework/assignments, it is important to note that is a portion of the afternoon and not the full purpose/goal of our program delivery.

Kindly speak with the on-site supervisor if you do NOT want your child to participate this component of our program.

Communication between Childcare and School

To promote collaboration and facilitate a seamless day for the children that are registered in our program, we encourage open communication between the school and our program.

Emergency Management – Communication with Parents

In an event of an emergency at the program (lockdown, fire, natural disaster)

- 1) As soon as possible, The Supervisor must notify parents/guardians of the emergency and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the childcare centre, The Supervisor must provide a notice of the incident to parents/guardians within 48 hours.

If normal operations do not resume the same day that an emergency has taken place, The Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

HEALTH REQUIREMENTS

Medications

ALL NON-PRESCRIBED (OVER THE COUNTER), HOMEOPATHIC, HERBAL, MEDICATIONS ARE NOT ADMISABLE

All prescribed medications must be brought in the original container with the child's Name, dosage, and date of purchase.

Parents must fill out the appropriate medication forms for any medications to be administered. Medication will not be given without a signed consent form.

Should a child become ill while at the program, and unable to participate in the program parents will be contacted to pick the child up. Children with any contagious virus will be excluded from the program and may return with a written notice from a physician.

Parents must inform the center about any allergies or health problems.

Children Requiring Emergency Medications

All parents who have children who require emergency medications (such as a puffer) must complete the required forms and submit the medication at the time of registration.

Parents are responsible for ensuring that the information concerning their child's condition is current and that the supply of the emergency medications is maintained and not expired.

Anaphylactic Allergies

All parents who have children that have been diagnosed with an Anaphylaxis must:

- Complete our Anaphylactic Allergy Protocol and have it signed by the family physician.
- If an Epinephrine Injector is required, an injector must remain at our program.
- Parents must provide a photo of the child that will be posted along with the signed protocol form in the child's classroom.
- Parent will consult and train staff in the use of the injector.

Snacks and Lunch Criteria

Nut Free and Pork Free Environment

Macklin House Daycare aims to have an environment that is Nut Free and Pork Free.

The Centre has several children who have severe allergies to Nuts. Please help us ensure that our program is safe for all our children, families and staff.

Although we encourage and monitor that these products do NOT enter our facility - we cannot guarantee their exclusion.

Nutritious Snacks and Lunch

Our program provides a Morning Snack, Lunch and afternoon snack every day.

As per licensing requirements, all meals, snacks and beverages must meet the recommendations set out in the Health Canada documents "Canada's Food Guide". Our program provides nutritious snacks that contain two food groups before and after school and Lunch that contain four food groups on Full days as recommended by Canada's Food Guide.

Outside Foods

Our Center must follow strict protocol that is mandated both by Public Health and our Licensing Requirements

Parents are **encouraged not to bring outside food/snacks into the program** but if you provide your own food/snacks **you must clear your meal plan with the center supervisor and must adhere to our outside foods policy.**

Parents/legal guardians may provide food for their own child **if there is a special dietary restriction.**

A meeting with the program supervisor to discuss the restriction and complete the required documentation must be in place prior to any foods being brought in.

Parent/Guardian must ensure all criteria including information regarding the food is clearly labelled with the child's name, date of delivery and ingredients.

Food must be packed to maintain quality.

We will document in a logbook all food that is brought in for special dietary restrictions

For special occasions we would like to continue to celebrate with your child however, cakes and special treats also must follow these criteria. All Cakes must be non – hazardous foods that do not require heating or refrigeration (i.e. cheesecakes and Ice Cream Cakes)

Our program can only have Foods that from an “inspected Source” as set out by Public Health.

For a copy of this document, please consult with the onsite supervisor.

Outside foods are NOT permitted - this includes eating left over lunches, snacks brought from home -unless specific criteria are met.

Allergy and Anaphylaxis Policy Statement

The Center may from time to time have to consider the issue of a child with allergies that may be life threatening. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic shock brought about by exposure to certain foods and other substances. Peanuts and peanut by-products, such as peanut oil and peanut butter, are the most common allergies that trigger an anaphylactic reaction. Other foods, however, such as eggs, strawberries, fish, shellfish, wheat and soy as well as non-food items such as latex and bee stings, can also bring about a life-threatening allergic reaction.

The staff of Macklin House Daycare receive annual training regarding the signs and symptoms of anaphylaxis and Epinephrine use. The Anaphylactic Policy is reviewed and signed off by each employee prior to start of employment.

Although the center does not prepare nor serve foods that contain nuts or nut products, **it cannot be deemed to be free of foods and nonfood items that may lead to a severe allergic or anaphylactic reaction.** The center will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy and in light of the physical and cultural circumstances of the day care itself. Creating an environment which reduces the risks to severely allergic or anaphylactic children will require the cooperation of all parents, staff members and visitors to the program. The parents of a severely allergic or anaphylactic child must discuss their child's condition and any concerns they have with the Center's policies and procedures at any time with the Supervisor or the Director.

As with other policies at the center, parents, children and staff are expected to comply with this policy.

Awareness and Notification

Parents of children who are known to be allergic or anaphylactic must inform the center of the child's condition, the foods and non-food substances that trigger a reaction, the symptoms of a reaction and the required treatment before the child is admitted to the center.

The parents of the child must review and discuss this information and this policy with the center before the child is admitted to the day care. The Supervisor and the parents will discuss the policies of the center and the limitations on the Providers ability to accommodate certain conditions. These limitations include the physical condition of the premises, the number of children attending the day care and the fact that the day care Provider may attend other facilities or organizations during the day.

The center may refuse to admit a child when the Provider is uncomfortable. The parents of a child who is enrolled at the day care will be asked to sign a consent that reflects the conditions under which their child will be admitted into the day care. Further, once registered the center may request that the child be removed from the center in the event that the center is not comfortable that the child's condition can be reasonably accommodated. The parents will be asked to sign a consent that reflects the conditions under which their child will be permitted to continue to attend the program.

In the event a child is diagnosed with a severe allergy or anaphylaxis after being admitted to the center, the parents must also inform the center of the child's condition, the foods and non-food substances that trigger a reaction, the symptoms of a reaction and the required treatment. The parents of the child must review and discuss this information with the Supervisor immediately upon learning of the child's condition.

Once admitted to the center, the identity and condition of the child will be communicated to the staff, students and /or any volunteers at the center. The parents of the other children at the day care will also be informed that a child (children) with a severe allergy or anaphylaxis is attending the center.

Outside Food

It is also recognized that there are certain festive occasions, such as Halloween, Easter, Christmas, Passover and other occasions, that feature foods that cannot be guaranteed not to contain an allergen that may trigger an allergic or anaphylactic reaction. The Provider will make every effort to manage the introduction of foods associated with these occasions. The center will notify the parents of the anaphylactic child of the occasion, the foods and the precautions that are being taken to protect the child.

Non-Food Allergens

The Center will make reasonable efforts to take precautions to prevent reactions to non-food allergens. This will include the removal of insect nests and the proper storage of garbage. Other less common allergens will be dealt with on an individual basis

Prevention and Response

It is the responsibility of the parents of the anaphylactic child to ensure that the center is properly informed of their child's condition on an on-going basis, the foods that trigger an allergic or anaphylactic reaction, the symptoms of a reaction, the treatment protocol supplied by the child's doctor and that the center is supplied sufficient epinephrine injectors to treat an anaphylactic reaction. This information will be summarized in an allergy report, which, together with a photograph of the child, will be maintained in both the child's classroom and in the office.

Epinephrine injectors are to be provided by the parents and will be kept at the center in an accessible and well-marked place. **Parents are responsible for ensuring that the information concerning their child's condition is current and that the supplies of epinephrine are maintained.** Parents will also be required to train the supervisor on procedures to be followed in the event a severe allergic reaction occurs. The Supervisor will be responsible to train the staffing team of the same. A signed consent form allowing the center staff to use epinephrine injectors when they consider it necessary.

Parents must ensure that the center, is informed of the child's condition and that this information is reviewed on an annual basis or earlier if any changes have taken place. The Anaphylactic protocol will be submitted along with a physician's signature.

MHDC - SUBMISSION OF COMPLAINTS AND RESOLUTION

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Centre Supervisor, and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within one business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor and/or Operations Manager/ licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Program Room-Related</p> <p>Eg: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor / operations manager/ licensee. | <ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within one business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; |
| <p>General, Centre- or Operations-Related</p> <p>Eg: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor /operations manager/ licensee. | <ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |
| <p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor/operations manager/ licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within one business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> |
| <p>Student- / Volunteer-Related</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor/operations manager/licensee. <p>-All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> |

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Operations Manager.

Wherein the issue/concern has not resolved with consultation of the Operations Manager, the Operations Manager will contact the Licensee.

The Licensee will address/respond in 48 hours.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

| | |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| OPERATIONS MANAGER | Sarah Traccitto: Tel: 905-472-6201 Email: sarah.traccitto@mhdc.ca |
| EXECUTIVE DIRECTOR | Shahina Lalani: Tel: 905-472-6201 Email: Shahina.lalani@mhdc.ca |
| HEAD OFFICE ADDRESS | Macklin House Daycare Center Inc. 2501 Denison Street Markham, ON L3S 2P9 |
| MINISTRY OF EDUCATION LICENSED CARE HELP DESK | 1-877-510-5333 or childcare_ontario@ontario.ca |

NOTE TO PARENTS/GUARDIANS - PLEASE READ

PAGES 1 – 17 ARE FOR YOUR REFERENCE, KINDLY DETACH AND KEEP FOR YOUR REFERENCE.

PAGES 18 – 26 ARE TO BE DETACHED AND SUBMITTED TO US AS THE REGISTRATION FORMS



MACKLIN HOUSE DAYCARE CENTER REGISTRATION FORM

Date of Application: _____ Start Date: _____ Withdrawal Date: _____

CHILD INFORMATION

Surname: _____ Male [] Female []

Given Name(s): _____

Birth Date: _____ (D/M/Y) Health Card # (optional) _

Home Address: _____

Apt/Unit # _____ City/Town: _____ Province: _____

Parent Primary Contact Phone Number: () _____

FIRST PARENT/GUARDIAN INFORMATION

Surname: _____ Given Name: _____

Home Address: _____

Apt/Unit #: _____ City/Town: _____ Province: _____

Home Phone Number: () _____

Employer's Name: _____ Work Address: _____

Work Phone Number: () _____ Mobile Number: () _____

Email Address: _____ @ _____

SECOND PARENT/GUARDIAN INFORMATION

Surname: _____ Given Name: _____

Home Address: _____

Apt/Unit #: _____ City/Town: _____ Province: _____

Postal Code: _____ Home Phone Number: () _____

Employer's Name: _____ Work Address: _____

Work Phone Number: () _____ Mobile Number: () _____

Email Address: _____ @ _____

CUSTODY INFORMATION

If your child is involved in a custody arrangement, please fill in the information below: Are there any special arrangements pertaining to access/visitation?

Yes [] No []

If "yes" what are the arrangements?

Copy of Custody Order Provided: __ Yes

DOCTOR'S INFORMATION

Doctor's Name: _____
Address: _____ Unit: _____ City/Prov: _____
Telephone # _____

EMERGENCY CONTACT/AUTHORIZED TO PICK UP/EMERGENCY CARE
***NOT PARENTS, ALTERNATE INCASE PARENTS ARE NOT REACHABLE**

EMERGENCY CONTACT #1
Name: _____ Address _____
City: _____ Province: _____
Relationship to child: _____
Phone #1: _____ Phone #2: _____

EMERGENCY CONTACT #2
Name: _____ Address: _____
City: _____ Province: _____
Relationship to child: _____
Phone #1: _____ Phone #2: _____

AUTHORIZED PICK UP #1
Name: _____ Address _____
City: _____ Province: _____
Relationship to child: _____
Phone #1: _____ Phone #2: _____

AUTHORIZED PICK UP #2

Name: _____ Address _____

City: _____ Province: _____

Relationship to child: _____

Phone #1: _____ Phone #2: _____

PERSONAL HEALTH HISTORY

Has your child had any of the following childhood illnesses:

Please date if applicable OR

NO, my child has NOT experienced any of the below: Initial _____

| Illness | Date |
|-----------------|-------------|
| Measles | |
| Mumps | |
| Rubella | |
| Chickenpox | |
| Rheumatic Fever | |
| Polio | |
| Other | |

ALLERGY/FOOD RESTRICTION

ALLERGIES

Does your child have any allergies to food/and/or/medications: YES NO
IF YES IS THIS AN ANAPHYLACTIC ALLERGY? YES NO

| ALLERGY TO | EXPLANATION |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| | |
| | |
| PLEASE SPECIFY THE SYMPTOMS TO AN ALLERGIC REACTIONS | |
| DOES YOUR CHILD REQUIRE AN EPIPEN FOR AN ANAPHYLACTIC ALLERGY? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES NAME THE MEDICATION BELOW AND COMPLETE ANAPHYLACTIC ALLEGY FORM | |

LIST OF MEDICATIONS:

| NAME OF MEDICATION | REASON |
|---------------------------|---------------|
| | |
| | |
| FOOD RESTRICTIONS | |

LIST OF FOOD RESTRICTIONS:

| NAME OF RESTRICTION | REASON FOR RESTRICTION |
|----------------------------|-------------------------------|
| | |
| | |
| | |

SPECIAL CONDITIONS

Does your child have a **MEDICAL OR BEHAVIOR** condition that would require special attention and/or support? YES NO IF YES PLEASE EXPLAIN BELOW

Is there any other information that you would like to share with us to support your child? YES NO IF YES PLEASE LIST BELOW

CONSENTS

KINDERGARTEN AND KIDZONE HOMEWORK CLUB

We offer a Homework Club for children registered in our Kindergarten and KidZone school age programs. This program is designed to help children do their homework and complete projects. If you would

like our staff assist your child in completing his/her homework, please sign the bottom portion of this form.

YES, I would like to join my child in the homework club and would like him/her to complete homework.

NO, I decline

| | |
|---------------------------|----------------------------|
| CHILD'S LAST NAME | CHILD'S FIRST NAME |
| | |
| PARENT/GUARDIAN LAST NAME | PARENT/GUARDIAN FIRST NAME |
| | |
| PARENT/GUARDIAN SIGNATURE | |
| DATE | _____ |
| | YY MM DD |

CODE OF CONDUCT FOR ALL CHILDREN

Macklin House Daycare Center Inc. is committed to providing a safe, nurturing, environment for children that are registered in our KidZone program. Our goal is to provide an environment that is positive, respectful and non-discriminatory. This environment can be achieved when behavioral expectations and accountability is collectively shared and in partnership with parents and children.

What we can do to promote a safe environment

- Take responsibility to follow rules
- Understand and realize that there is consequence to each behavior
- Respect Others
- Respect center property
- Treat People with kindness, dignity

The following behavior will result in immediate suspension from our program

- Use of profane or improper language
- Bullying or intimidation towards another child/adult
- Acts of physical/verbal aggression
- Threatening to inflict serious bodily harm
- Swearing/using foul language at a teacher or another person of authority
- Engaging in conduct that is injurious to the physical or mental well-being of others
- Committing an act of vandalism within Center property
- Demonstrating persistent opposition to authority
- Possessing alcohol or illegal drugs
- Being in possession of a weapon

The following behavior will result in immediate expulsion from our program

- Persistent opposition to center rules and authority
- Using a weapon to cause or threaten bodily harm to another person
- Causing bodily harm to another person that requires medical attention
- Upon being suspended if a child does not adhere to rules and expulsion will be applied.

CODE OF CONDUCT FOR ALL PARENTS

Macklin House Daycare has a clear standard of behavior that apply to all individuals who work, volunteer, learn within our programs – this includes members of the community, parents, and guardians
These standards apply while within the center or at agency sponsored events and activities.

- All members of the organization’s community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario’s Human Rights Code.
- All adult members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting) is not appropriate.

Individuals engaging in such behavior will be asked to leave the premises immediately.

Inappropriate behavior or harassment of any kind towards a student, parent, guardian, teacher, volunteer (any person who is involved with our agency) will result in immediate intervention up to and including the family’s expulsion from the Centre and/or police intervention.

- This type of behavior includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed within our property or at any event that is organized by our agency. The consequences for failure to comply will include but is not limited to the family’s expulsion from the organization.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers, onsite supervisor, area supervisor or director.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.

Any pictures taken at any of our programs or during events are for the private use of the family only. These pictures cannot be posted on ANY online photo albums (i.e. Photobucket, Facebook, Myspace, etc.)

Children’s cubbies are to be used solely for the purpose of communicating between parents and our agency. They are not to be used for business promotion.

This code of conduct for children, and parents (guardians) is a condition on registration to our program. By registering your child, you have agreed to all stipulations set forth above. Failure to follow can result in immediate expulsion from our program and legal action.

| | |
|---------------------------|-----------------------------|
| CHILD’S LAST NAME | CHILD’S FIRST NAME |
| | |
| PARENT/GUARDIAN LAST NAME | PARENT/GUARDIAN FIRST NAME |
| | |
| DATE | _____ YY MM DD |

PROGRAM REGISTRATION ACKNOWLEDGMENTS:

A FULL COPY OF OUR PARENT HANDBOOK IS AVAILABLE ON-LINE AT WWW.MHDC.CA

In case of emergency, and I/We are not able to pick up our child from the center, we give authorize the “authorized pick up” as indicated to pick up our child from the center.

I/We understand that I/We must notify the center in advance if an authorized person will be coming to pick up my/our child.

In case I/We cannot be reached, I/We grant permission to call 911 to receive emergency medical care. Any expenses for ambulance and emergency care will be paid by parent.

I grant permission for my child to participate in all childcare activities including trips/excursions away from the center. * parents will be notified of any excursions in advance.

I give consent for the program to take photos of the children to capture memories while participating in activities/ participate in activities that involve photography, videography, digital recordings.

I consent to forward /receive messages and information between the school/ the childcare program and myself (the parents)

I hereby consent to the collection, use and disclosure of my child’s information by the center for the purposes of providing childcare services to my child enrolled in Centre programs. I understand that the Centre protects the privacy of all personal information in its possession in compliance with prevailing privacy legislation

I have received, read and understand the Children Code of Conduct and Parent Code of Conduct policy.

I have received, read and understand the policies and procedures including Registration Policy, Payment Policy and General Rules and Consents of this Program.

| | |
|---------------------------|----------------------------|
| CHILD’S LAST NAME | CHILD’S FIRST NAME |
| | |
| PARENT/GUARDIAN LAST NAME | PARENT/GUARDIAN FIRST NAME |
| | |
| PARENT/GUARDIAN SIGNATURE | |
| DATE | _____ |
| | YY MM DD |

MHDC OFFICE USE ONLY:

| | | |
|----------------------------------------------------------|-------------------------|------------|
| DATE APPLICATION RECEIVED | _____ | |
| | (YY MM DD) | |
| DATE ADMITTED | _____ | |
| | (YY MM DD) | |
| REGISTERED FOR: FULL TIME ➤ INDICATE PROGRAM | | |
| REGISTERED FOR: PART TIME • INDICATE PROGRAM AND DAYS | | |
| REGISTRATON FEE INFORMATION | \$ _____ | |
| | METHOD OF PAYMENT _____ | |
| FULL FEE OR SUBSIDIZED | | |
| FULL FEE ➤ DAILY RATE – INDICATE AMOUNT | | |
| SUBSIDIZED APPROVAL RECEIVED FROM (CSR NAME)/DATE | | _____ |
| | | (YY MM DD) |
| SUBSIDIZED DAILY PARENT RATE | | |
| REGISTERED BY (SUPERVISOR FULL NAME)/SIGNATURE | | |
| DATE WITHDRAWN | _____ | |
| | (YY MM DD) | |

FILE INFORMATION UPDATE: MUST BE REVIEWED WITH PARENT YEARLY. AFTER YEAR 3 COMPLETE A NEW REGISTRATION FORM

| DATE | SUPERVISOR NAME | SIGNATURE |
|------------|-----------------|-----------|
| _____ | | |
| (YY MM DD) | | |
| _____ | | |
| (YY MM DD) | | |
| _____ | | |
| (YY MM DD) | | |

Macklin House Daycare Center Inc.

Please complete the Pre-Authorized Debit (PAD) Plan agreement below.

I/we authorize Macklin House Daycare Center Inc. and the financial institution designated (or any other financial institution I/We may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our Macklin House Daycare Center Inc. account(s). Regular monthly payments for the full amount of services delivered will be debited to my/our specified account on the **1st day of each month**. Macklin House Daycare Center Inc. will provide 10 days written notice of the amount of each regular debit.

Macklin House Daycare Center Inc. will obtain my/our authorization for any other one-time or sporadic debits.

This authority is to remain in effect until Macklin House Daycare Center Inc. has received written notification from me/us of its change or termination. This notification must be received at least thirty (30) business days before the next debit is scheduled at the address provided below as per our withdrawal/termination policy. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca.

Macklin House Daycare Center Inc. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca

PLEASE PRINT

DATE: _____

Client #1 Last Name: _____ First Name: _____

Client #2 Last Name: _____ First Name: _____

Child(ren) Full Name: 1. _____ 2. _____

Site Location: _____ Program: _____

Address: _____

City/Town: _____ Province: _____ Postal Code: _____

Phone Number: (Bus.) _____ (Res.) _____

Email Address: _____

Financial Institution (FI):

FI Account Number: _____ FI Transit Number: _____ - _____
(branch -5 digits; FI – 3 digits)

Address: _____

City/Town: _____ Province: _____ Postal Code: _____

Authorized Signature(s): _____

Macklin House Daycare Center Inc.
Attention: Customer Service Billing
2501 Denison Street, Markham, ON L3S 2P9
Email: info@mhdc.ca

