

# MACKLIN HOUSE DAYCARE CENTER INC.



# KIDZONE PROGRAMS PARENT HANDBOOK

*UPDATED BY HEAD OFFICE : JAN 01, 2025*

## Welcome to Macklin House Daycare – where we Create.Challenge.Engage!

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.

Kindly ensure that you are familiar with our policies and procedures outlined in this document. Please feel free to meet with the onsite supervisor to discuss any questions, concerns, or gain clarification regarding the information in this document.

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.'*

### **CANADA WIDE EARLY LEARNING AND CHILDCARE SYSTEM**

Macklin House Daycare Center has opted into and approved for the Canada-Wide Early Learning and Child Care (CWELCC) system which supports quality, accessibility, affordability, and inclusivity in licensed childcare.

Effective January 01, 2025, fees are capped at \$22.00 per day for children 0 – 6 years.

Fees for children under the age of 6 years will be allocated as set by the Ministry of Education and will be updated as received by the same.

Everything considered to be mandatory charge to parent for providing childcare, including everything a licensee is required to provide under CCEYA. This includes following but is not limited to play materials, equipment and furnishings, meals, supervision by adults during operational hours, development, and implementation of Individualized plans.

### **Non- Base Fee**

Fees charged for optional items or services; this includes following but is not limited to

- Non-sufficient funds (NSF) fee: Any payment returned NSF or stop payments will be subject to a \$25.00 charge.
- Late fee: A late fee of \$2.00 per minute per child will be charged to those arriving after closure time.
- Administration fee: If a tax receipt is to be reissued, a \$25 administration fee will be charged for the second copy.
- Extra-Curricular activities and field-trip charges: Parents will be notified of any extra-curricular activities or field trips in advance.

Once parents inform the centre that they would like their child/ren to participate in the extra-curricular activity or field trip, an additional cost for field trips and/or extra-curricular activity.

### **Mission Statement**

In pursuit of excellence in care, development, and education of children in our community, Macklin House KidZone, in partnership with families, will endeavor to provide safe and educationally enriched alternatives for elementary school children during non-school hours.

### **Philosophy**

We believe in the strength of our diversity and celebrate our unique cultures.

Through exploration, play and inquiry children will have an opportunity to create, challenge and engage in a variety of activities that will promote critical thinking and problem solving, while enjoying the process of learning.

By providing an extension of the school day our program Macklin House KidZone endeavors to provide a safe caring, and positive environment that facilitates challenges and nurtures the growth of school age children.

Our program is designed to encourage children to become actively involved in the programming and some decision making of the program. Together, the children and educators' endeavor to create an engaging environment that stimulates creativity, encourages critical thinking, and fosters an engaging environment that nurtures learning and development.

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.

### **PROGRAM STATEMENT GOALS AND DELIVERY**

*UPDATED BY HEAD OFFICE : JAN 01, 2025*

Macklin House Daycare. follows “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” as the guiding document under the Child Care and Early Years Act, 2014.

Our licensed centers are guided by the foundations of belonging, well-being, engagement, and expression in children where the goals and expectations integrate the six guiding principles of ELECT (Early Learning for Every Child Today).

Play-based learning allows children to learn at their own pace and comfort level. Through exploration, play and inquiry children are given the opportunity to be creative and innovative as they learn. Children have the opportunity to create, challenge and engage.

Macklin House Daycare believes children are competent, capable of complex thinking, curious and rich in potential. Enriched environments, nurturing adult interactions, support, and the freedom to explore are the milestones that enable children to become self-motivated learners.

We endeavor to support children’s social and emotional growth. Trained and nurturing staff promote children’s social and emotional development, recognizing that these are key foundational skills for success later in life. Role modelling, full engagement in children’s play, and environments that are constructed with social and emotional health in mind, are just a few of the ways we do this.

We believe that there is strength in our differences and we celebrate our diversity. Families come in various shapes and sizes. Parents are children’s first and most important teachers -We endeavor to partner with

parents to raise resilient, healthy, successful people. Our program is designed to create a safe, warm, and inviting place for families to learn and grow together. Parents are always welcome to participate, share, network and get involved.

## **Belonging. Well-being. Engagement. Expression**

### **Belonging**

Refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

### **Goal**

Every child has a sense of belonging when he or she is connected to others and contributes to their world.

### **Approach**

We endeavor to deliver this foundation by providing children with familiarity and consistency. Children are grouped according to age and development.

Our program brings aspects of the child’s family and culture to the classroom. Celebrating diverse holidays, displaying photos of children’s homes, family members, artifacts, clothing, culturally diverse music, and games exudes a sense of familiarity, security and belonging.

## **Well-being**

Addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

### **Goal**

The health, safety, nutritional needs and well-being of children are very important and we know are foundational to children's ability to learn. Health and safety practices and these are reviewed by all staff on a regular basis and promote health, safety, and nutrition(well-being) in children

We endeavor to achieve this goal by:

- visual check to ensure children that arrive to the center are healthy daily
- To reduce the transmission of illness, staff and children wash their hands upon arrival, before and after snacks and meals, after toileting, before and after water play and other times as needed
- Regular disinfection of toys and equipment
- We accommodate dietary or religious food requirements for children in our program.
- Serve snacks and meals in accordance with the Canada's Food Guide
- Our menus are available on our Parent Board
- Ensuring Safe Sleep Room practices are in place daily
- Work with children in small groups to allow and foster personal interactions with children

## **Engagement**

Suggests a state of being involved and focused. Play and exploration are the foundations of early learning. When children can explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

### **Goal**

Every child is an active and engaged learner who explores the world with body, mind, and senses.

### **Approach**

Children and families can experience a variety of safe, clean, age appropriate and interesting environments that nurture children's healthy growth and development.

## **Foster children's emerging independence, self-confidence, and skill development**

Provide a positive, inviting, accessible environment. Our play-based rooms encourage investigating materials, promote problem solving and critical thinking and foster the children's exploration, play and inquiry

Staff will provide a resource-rich environment for children to discover and experience.

Programmed activities are a combination of children's interests and collaborating with parents to identify current curiosities.

## **Provide child-initiated and adult-supported experiences**

Play is children's work and is essential to healthy development. We all learn best when we are engaged and interested in an experience.

Our Staff are committed listen and observe children to facilitate a deeper understanding of children's interests and perspectives.

Provides children ample opportunity to direct their play and explore new ideas and expand old ones. The role of adults in children's play is to enhance the children's experiences, not to take over or determine the direction of the play.

Adults support ideas, provide resources and materials, help children reflect on what they know and think, and provide emotional support and encouragement.

Children will have the opportunity to:

Explore, and manipulate a variety of materials that promote discovery

Can share interests with staff, peers, and parents

Opportunity to have individual and group activities

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

## **Plan for and create positive learning environments and experiences in which each child's learning and development will be supported**

Working collaboratively, staff and children learn together. There is much to learn from children and through inquiry, open-ended questions, provocation and hands on experiences, our staff extend children's learning and challenge thinking.

Documenting children's learning allows children to visualize their work and promote self-esteem and encourage children to revisit and think about their experiences.

In addition, the documentation helps the adults to better understand children's perspectives and ideas, and when appropriate work with children to encourage further exploration of knowledge and ideas.

Staff will provide children with the opportunity explore and discover.

Using program postings, monthly reflections and documentation, staff will offer insight and feedback about children's learning and activities while participating in the program.

## **Expression**

communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication.

Opportunities to explore materials support creativity, problem solving, and mathematical behaviors.

Language-rich environments support growing communication skills, which are foundational for literacy.

## **Goal**

**Every child is a capable communicator who expresses himself or herself in many ways**



## Approach

The ability to express thoughts, emotions, needs and wants is an essential part of healthy growth and development for children. Children who can express themselves in a variety of ways feel more competent and are able to develop and communicate effectively.

Expression through music, dance, song and art, storytelling, conversation, and behaviour are all forms of expression.

Our program will enhance children's abilities by offering children a variety of ways to explore and develop communication competence.

We are committed to:

- Respond to children's efforts to communicate, whether it is pointing, gesturing, requesting, crying, or through body language. Staff are there to understand and support children's needs
- recognizing that challenging behaviour is often an expression of difficult feelings and/or unmet needs.
- Seek to understand what children are expressing and help them to verbalize their feelings and meet their needs
- Use visual tools to help communicate with the children
- Facilitate language development through the extension of language, modeling, and encouragement
- Facilitate conversations between children and adults, support language development and expression
- Using a variety of open-ended materials and art mediums, children are encouraged to express themselves creatively
- Fostered and encourage experiences
- Provide opportunities for dance, music, and song as expressive outlets

## **SUPPORT POSITIVE AND RESPONSIVE INTERACTIONS AMONG CHILDREN, PARENTS STAFF AND COMMUNITY PARTNERS**

### Goal

**Macklin House Daycare Center fosters collaborative partnerships with children, parents, staff, and community partners. A positive environment is based on open communication, parallel goals, and trust among all the individuals that provide care for each child and among children.**

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. 1

### Approach

We endeavor to deliver this goal by providing a positive, welcoming environment that promotes a sense of belonging for children and each person that is associated with care of each child.

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 in 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.

The classroom belongs to everyone and is reflective of the cultures and diversity of the children, families, and staff. We endeavor to create a sense of belonging, familiarity, comfort by ensuring that each child, family, staff, is represented in the classroom via mediums such as photos, music, and art crafts.

Our staff will promote positive interactions by listening to children, accommodate children's needs, use positive body language, interacting with them at their level and responding to cues from the children. Staff will use positive, age-appropriate language (no yelling) with children.

We endeavor to work alongside parents to gain insight into children's needs and capabilities. Parents know their children best – this will assist us in learning about each child's interests and limits. This will assist us in creating experiences that will enable children to grow.

Children, staff, parents, caregivers, and community partners are a team. We encourage positive conversations among all on a daily basis.

## **ENCOURAGE POSITIVE INTERACTION, COMMUNICATION AND ABILITY TO SELF – REGULATE IN CHILDREN**

### **Goal**

**Delivering age appropriate, play based learning environments facilitate positive interaction, communication, and the ability for children to self- regulate.**

### **Approach**

We endeavor to deliver this goal by organizing our programs (classrooms) according to age and development. Each room is equipped with age and developmentally appropriate equipment and furnishings that facilitate exploration through play.

Each classroom has small groups that facilitate personal attention and relationships between children and educators. Small groups and consistent staff create opportunities and facilitate positive interactions, trust, and communication between children and between children and educators. Educators can facilitate exploration of materials, conversations, and exploration.

In small groups children are better able to focus on activities, avoid distractions and explore at their own pace and staff can model positive interaction and behavior.

By giving children the opportunity to recognize and reflect on how their actions may affect another child we are able to teach them about consequences of their actions, resolve conflicts, be responsible and give them an opportunity to self-regulate.

*UPDATED BY HEAD OFFICE : JAN 01, 2025*



## **FOSTER CHILDREN'S EXPLORATION, PLAY AND INQUIRY**

**Play-based learning allows children to learn at their own pace and comfort level. Through exploration, play and inquiry children are given the opportunity to be creative and innovative as they learn. Children can create, challenge, and engage.**

### **Goal**

We understand children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities.

### **Approach**

We endeavor to deliver this goal by providing a positive, inviting, accessible environment. By providing age-appropriate equipment and materials, our play-based rooms encourage investigating materials, promote problem solving and critical thinking.

Our program offers a variety of daily activities such as creative arts, music, science, nature, language, and opportunities for gross motor play.

Programmed activities are a combination of children's interests and collaborating with parents to identify current curiosities.

## **PROVIDE CHILD INITIATED AND ADULT SUPPORTED EXPERIENCES**

**Focusing again on the foundation that children are competent, capable, and curious and rich in potential**

### **Goal**

**Provide child-initiated experiences that are facilitated with adult support**

### **Approach**

We endeavor to deliver this goal by providing and encouraging children to be independent during daily routines (remembering to bring and take care of their belongings, serving snacks, setting up and tidying activities. Leading activities and discussions.

Our classrooms are set up to encourage children to expand their knowledge, experiences, be independent, and successful. Children are encouraged to choose and independently explore activities, materials, and equipment at their own pace – while educators support and facilitate the experience to optimize the experience

## **PLAN FOR AND CREATE A POSITIVE LEARNING ENVIRONMENT IN WHICH EACH CHILD'S LEARNING AND DEVELOPMENT WILL BE SUPPORTED**

### **Goal**

**Provide a positive, diverse, and age-appropriate learning environment that facilitates play-based learning and supports individual inquiry.**

### **Approach**

We endeavor to deliver this foundation by providing children with familiarity and consistency. Children are grouped according to age and development.

Setting age-appropriate limits and expectations.

Providing a learning environment that is play based.

Recognizing that each child is an individual that explores, learns at their own pace thereby giving opportunity to explore at own pace.

Each classroom has small groups that facilitate personal attention and relationships between children and educators.

Our program brings aspects of the child's family and culture to the classroom. Our classroom will represent children and families by displaying photos of children's homes, family members, artifacts, clothing, culturally diverse music, and games. This will create an environment in which children feel safe and secure while they play and learn.

Our program activities are based on children's interests and curiosity. Activities are designed to engage children by giving them opportunities be creative, challenging them to ask questions and engage them in working either independently or in a group to problem solve and evoke critical thinking.

## **INCORPORATE INDOOR, OUTDOOR, ACTIVE PLAY/REST AND QUIET TIMES WITH THE CONSIDERATION TO THE UNIQUE NEEDS OF CHILDREN RECEIVING CARE**

**Children benefit from rich and stimulating programs that include outdoor, indoor, active play and quiet times.**

### **Goal**

Our programs include indoor, outdoor play, active play and at quiet times that consider the needs to the children receiving care throughout the day.

### **Approach**

Our daily routines include opportunities for outdoor, indoor, active play as well as quiet times.

## **Outdoor Play**

Our daily routine includes an outdoor time (weather permitting) of two hours when children are in care for more than six hours per day and thirty minutes for school age children

We will have opportunities for children to experience the outdoors i.e., bring in a bucket of snow, leaves) indoors and take our indoor activities outdoors

Go on community walks

Providing outdoor environments that are safe, age appropriate and developmentally suitable

Providing outdoor equipment that are age appropriate and promote the development of muscles, strength, and coordination

Planning and implementing outdoor activities that are reflective of children's interests.

Provide opportunity for children to investigate the outdoors.

## **Rest Time**

Providing an area where children can relax and de-stress

## **FOSTER ENGAGEMENT AND ONGOING COMMUNICATION WITH PARENTS ABOUT THE PROGRAM AND THEIR CHILDREN**

**Families are experts who know their children best**

**Macklin House Daycare Center recognizes that families as experts who know their children better than anyone and have important information to share with us.**

### **Goal**

Fostering engagement and working collaboratively, our program endeavors to create an environment of open communication with parents.

### **Approach**

We endeavor to achieve this goal by having open door policy. Fostering communication daily, publishing newsletters informing parents regarding center activities and events, sending memos regarding initiatives, and inviting parents to information seminars, workshops, and social events such as our annual parent's day BBQ and holiday concerts and charity events.

Parents and Educators work together on projects. Having opportunities to have projects that start at the daycare and continue at home or vice versa -such as raising money for charity, planting, sharing photos, writing journals and scrap booking.

## COMMUNITY INVOLVEMENT

### Goal

**Macklin House Daycare recognizes that positive partnership with the community partners.**

### Approach

We endeavor to achieve this goal by working closely with childcare service providers from the Region of York fostering engagement and resources from Public Health, Health Babies, Child Subsidy, and Early Intervention Services.

We believe in the value of bringing the community to our center – with visits from partners such as the fire department, Police Department, the local dentist, and taking our children to visit the community – such as with visits to local farms, grocery stores, community gardens.  
Participate in local charity initiatives (food bank, charity walks)

## SUPPORTING STAFF IN CONTINUOUS PROFESSIONAL LEARNING

**Our educators are from all backgrounds, bringing the value of diversity and cultural acceptance to our programs.**

### Goal

**All staff are respected, supported, and treated fairly. Facilitate and support professional learning**

### Approach

We endeavor to achieve this goal by implementing the following:

All educators are respected, supported, and treated fairly.

Each educator brings value and experience to our programs. Our educators facilitate child-initiated and adult-supported experiences. Engaging with children as co-learners, educators provide opportunity to incite curiosity giving children the opportunity and resources to create, challenge and engage daily.

We recognize that learning is a lifelong journey. Our agency supports continuous professional development and networking opportunities for all educators that are employed with us.

Our program requires all staff to attend mandatory meetings once a month. Meetings include review and discussion regarding policies, procedures and give the opportunity to staff to discuss any concerns as a group.

Macklin House Daycare Center is committed to continuous professional learning for all staff. Every member of staff must complete a minimum of two professional development workshops a year. In addition, the agency will facilitate Workshops are either offered “in-house” or offered in collaboration with the region.

Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators are accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

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## **DOCUMENT AND REVIEW THE IMPACT OF STRATEGIES ON CHILDREN AND THEIR FAMILIES**

Macklin House Daycare Center recognizes the importance of pedagogical documentation.

Our educators will document daily (thru photography, video, and other mediums) highlighting observations made on activities, children's engagement, conversations, curiosity, and expressions.

These documents will aid us in planning for future activities.

Engage children, families, and educators in conversations regarding children's experiences. Macklin House Daycare's management team will review the Program Statement and goal deliverance annually ensuring that is aligned with the Minister's policy statement.

## **Macklin House Daycare is YOUR child's and family's home away from home.**

There is strength in diversity – we respect each family and celebrate our multicultural values

We are all unique, and we can learn from each other

Parents are our partners - together we can provide the best opportunities for children to learn and explore

We encourage your participation in daily and special events

### ***How can we work Collaboratively?***

*“Individually, we are one drop. Together we are an ocean.”* Ryunosuke Satoro

Make the center is an extension of your family. We will be spending a lot of precious time together...

It is important that just as we share what happens at the center, you share what is happening at home.

**Make a commitment to speak with your child's teacher daily to share** - How was child in the evening? Did you go anywhere on the weekend? Is there a family member visiting? Share with us so that we can enhance these experiences!

Other ways to keep in touch:

- Newsletters
- Tablet photo captures
- Parent Board
- Join or get information regarding the parent advisory committee

Have an idea, suggestion, concern? Email the onsite supervisor!

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## **Our Teams**

**Our Management Team is comprised of:**

**Executive Director  
Operations Manager  
Center Supervisor**

**Our Center staffing is comprised of:**

### **Center Supervisor**

Each supervisor is a member in good standing with the College of Early Childhood Educators.

All Staff, Students, Volunteers must submit a Vulnerable Sector Screening check prior to joining the center

All Staff must be certified in First Aid and  
Cpr – Level C

### **Qualified Early Childhood Educators**

### **Qualified Primary Division Teachers**

OCT certification

### **Assistant Teachers**

### **Casual/Supply Staff**

### **Staff-to-Child Ratios**

The number of staff in each centre is based on staff to child ratios according to CCEYA





## WELCOME TO OUR FAMILY!

The start of an excellent experience and relationship!

### Gentle Reminders

Before your child starts with our program, we recommend that you visit the center and the classroom your child will be placed in. Please get acquainted with the staff, the surroundings.

### We require the following **BEFORE** your child starts!

- Fully completed application forms
- Ensure we have multiple contact numbers/email addresses where you can be reached
- Ensure you review authorized pick-up list with the onsite supervisor
- Ensure you review any allergy/food restrictions with the onsite supervisor
- Individual Anaphylactic Protocol (where applicable)
- Add our contact information to you listing of important numbers
- Individual Support Plan (where applicable)
- Individual Medical Support Plan (where applicable)
- **A PIC OF YOUR BEAUTIFUL FAMILY! ☺**

### DAILY ROUTINE

Please ensure that your child can share quality time with you each morning. Please be sure that your child eats breakfast and ensure that you have time to spend a few minutes when you are dropping off at the center.

Please ensure that you speak with the classroom – let us know how the morning was. Did your child have a good evening the night before? Did the child sleep well? How was the morning? Did the child have breakfast? Is the child feeling well? Are there any messages for the day? All this information will enable us to ensure that your child has an amazing day!

### CENTER HOURS/ DROP OFF AND PICK UP TIMES

#### OUR PROGRAM IS OPEN BEFORE AND AFTER SCHOOL ON REGULAR SCHOOL DAYS

**7:00 AM – SCHOOL BELL/ DISMISAL BELL TILL 6 PM**

**FULL DAY ON PA DAYS AND HOLIDAYS 7:30 AM – 5:30 PM**

<b>ADRIENNE CLARKSON PS</b>	<b>AFTERSCHOOL</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>
<b>COPPARD GLEN PS</b>	<b>BEFORE AND AFTER</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>
<b>FOSSIL HILL PS</b>	<b>BEFORE AND AFTER</b>	<b>FULL DAYS: 7:00 AM – 5:30 PM</b>
<b>O.M. MACKILLOP PS</b>	<b>BEFORE AND AFTER</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>
<b>SAM CHAPMAN PS</b>	<b>AFTERSCHOOL</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>
<b>ROMEO DALLAIRE PS</b>	<b>BEFORE AND AFTER</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>
<b>THORNHILL PS</b>	<b>BEFORE AND AFTER</b>	<b>FULL DAYS: 7:30 AM – 5:30 PM</b>

#### Drop off

Children must be signed in and out every day. Please ensure that you let the teacher know that your child has arrived, sign the child in – indicating time and initials and the attendance.

#### Pick up

Our open-door policy allows you to see/pick up your child any time. Please note that if your child has difficulty settling after seeing you – we may ask you to end the day

*UPDATED BY HEAD OFFICE : JAN 01, 2025*

Children must be picked up on time according to the schedule above. Please ensure that you see/confirm with the teacher that you are there to pick up your child and be sure to sign the child out – indicating time and initial on the attendance.

If you are going to have an alternate person pick up – please ensure that the person is listed on the child's application form as an authorized pick up

\*\*\*Please ensure that you inform the onsite supervisor that an alternate person will be picking up your child (listed or not listed) giving the person's name, and approximate time of pick up.

The alternate must have photo ID and be 18 years of age or older

## **OUR PROGRAMS**

### **KINDERGARTEN AND SCHOOL AGE PROGRAMS**

**Kindergarten (4-5 years) Ratio: 1 educator: 13 children**

**School-Age Programs (6-12 years) Ratio: 1 educator: 15 children or  
1 educator: 20 children (ages 9-12)**

pursuit of excellence in care, development, and education of children in our community, Macklin House KidZone in partnership with families, will endeavor to provide safe and educationally enriched alternatives for elementary school children during non-school hours.

Through exploration, play and inquiry children will have an opportunity to create, challenge and engage in a variety of activities that will promote critical thinking and problem solving, while enjoying the process of learning.

By providing an extension of the school day our program Macklin House KidZone endeavors to provide a safe caring, and positive environment that facilitates challenges and nurtures the growth of school age children.

Our program is designed to encourage children to become actively involved in the programming and some decision making of the program. Together, the children and educators' endeavor to create an engaging environment that stimulates creativity, encourages critical thinking, and fosters an engaging environment that nurtures learning, development, and independence.



## **PROGRAM REMINDERS**

Our KidZone programs are located within York Region Public Schools where we partner and share space. Our programs may cancel should space not be available at times (inclement weather, school construction)

## **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.

## **INFORMATION UPDATE**

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

Keep the following information updated:

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

## **COMMUNICATION AND PARENT PARTICIPATION**

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 and information sharing to set goals.

Parental involvement in the program is encouraged. 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!

## **PARENT CODE OF CONDUCT**

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 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 behaviour. Foul language (swearing, name-calling, shouting) is not appropriate.

### **Individuals engaging in such behaviour will be asked to leave the premises immediately.**

Inappropriate behaviour 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 behaviour includes but is not limited to harassment or intimidation by written notes, 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 are 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 to 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 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.

## **CHILDREN CODE OF CONDUCT**

Macklin House Daycare Center Inc. is committed to providing a safe, nurturing, environment for children that are registered in our School age and Kindergarten programs. Our goal is to provide an environment that is positive, respectful, and non- discriminatory. This environment can be achieved when behavioral expectations and accountability are 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 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

## **HEALTH REQUIREMENTS**

### **ALL PARENTS MUST ADHERE TO OUR COVID-19 ENHANCED POLICY AND PROCEDURES**

#### **MEDICATION**

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

Parents must fill out the appropriate medication form for any medications to be administered. Medication will not be given without a signed consent form. Record of medication administration will be kept in the child's file.

**Our license does not permit the administration of non-prescribed medications such as fever medication, cough remedies and herbal remedies.**

In the case of Fever medication that may be required due to a child's condition – febrile convulsion – a doctor's note giving clear permission and direction to administer the medication is required and can be kept on file. If your child does spike a fever while in our care, we will contact you immediately. If the medication is administered, the child must be picked up from the center.

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.

## **WHEN YOUR CHILD IS NOT WELL**

Our center follows the guidelines of the York Region Health Department and the Ministry. Every effort is made to keep the Center safe for all children.

If your child is not feeling while in our care, we will contact you immediately.

**Your child should not attend the center when:**

- The child is not well enough to be actively involved in the daily routine including outdoor time.
- Is requiring more one on one attention than normally due to not being well
- Has a fever (over 37.5 degrees C)

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- Has Diarrhea
- Is vomiting
- Has and is in pain
- Has discharge from the eyes/pink eye
- Persistent cough
- Head Lice

The above is not an inclusive listing, rather examples of children not being well.

**A doctor's note confirming that a child can return to the center is required.**

## **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.

Parents will consult and train staff in the use of the injector prior to the start of care and yearly thereafter.

## **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 considering 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

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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 in 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 if 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**

Parents are encouraged not to bring outside food/snacks into the day care but if you provide your own food/snacks you must **clear your meal plan with the center** to make sure the allergen is not present.

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 for training 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 centre is informed of the child's condition and that this information is reviewed on

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an annual basis or earlier if any changes have taken place. The Anaphylactic protocol will be submitted along with a physician's signature.

In an event of a severe allergic reaction, the approved steps outlined in the anaphylactic protocol will be followed. Sample of protocol attached.

Please consult with your onsite supervisor before any food products are sent in.

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

### **Strategy to reduce the risk of exposure to anaphylactic causative Agents**

- Parents are encouraged not to bring outside food/snacks into our program but if you provide your own food/snacks **you must clear foods/snacks with the center to make sure the allergen is not present.** This includes packed lunches during PA days, Winter Break, March Break, and Summer Camps.
- All food/drinks brought into the program must be clearly labeled with the child's name
- Children and staff MUST wash their hands before eating and/or serving food. Table surfaces where children will be eating meals and snacks SHALL be properly disinfected before and after use
- Place food on a napkin or wax paper rather than in direct contact with a desk or table.
- Educate children, children and staff regarding anaphylaxis and provide learning opportunities.

### **Communication Plan**

- A copy of this Anaphylaxis Policy SHALL be included in the MHDC parent information package which is provided to all families upon registration.
- All parents MUST identify their child(s) allergies on the registration form.
- When a written diagnosis and an auto injector has been prescribed for the child from a physician identifying a child at risk of anaphylaxis an individual anaphylaxis emergency plan ("Individual Plan") must be completed by the parent prior to start of program.
- Allergy lists and individual emergency plans will be posted in conspicuous places in the centres.
- A copy of each Individual Plan SHALL be posted in the child's room as well as attached to the child's emergency card.
- All staff will be made aware of the location of auto injectors.
- A letter will be provided for every parent to review which includes information regarding life threatening allergies including anaphylaxis in the centre.
- List of allergies of enrolled children will be sent to the caterer
- List of allergies will be posted in classroom/food preparation areas
- Caterer will be advised of foods/causative agents not be used in food prepared for the program

### **Roles & Responsibilities:**

#### **OneSite Supervisor:**

Ensure that there is a discussion with parents regarding the policies of the childcare and the limitations on the childcare's ability to accommodate certain conditions before admission to MHDC or once an allergy is diagnosed.

Ensure an Individual Emergency Plan is received as per requirements by the parent before the child starts the program.

Ensure staff are trained on procedures to be followed in the event of a child having an anaphylactic reaction; and

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Ensure the Anaphylactic Policy, the individual plans each child with anaphylaxis and the emergency procedures in respect of each child are reviewed by all employees before they begin their employment, and by all volunteers and students before they begin providing their care or supervision. Each person above shall review the plans annually or at any other time when a change is made to the policy, plan, or procedure.

Ensure that the individual plan is posted as per requirement, in child's classroom, emergency profile and (office where applicable)

The OneSite Supervisor will review how to use an EpiPen®, and/or administer the prescribed treatment with the staff, students, and volunteers.

### **Staff**

Staff will be responsible for knowing the health protocols for each child attending MHDC and for mitigating risk of accidental exposure to the best of their ability.

All staff will review and sign off on the anaphylactic policy, the individual plans for each child with anaphylaxis and the emergency procedures in respect of each child before they begin employment and annually after the first review and at any other time when changes are made to the policy, plan, or procedure.

### **Volunteers/Students**

The OneSite Supervisor will review how to use an EpiPen®, and/or administer the prescribed treatment with Volunteers and Students.

Volunteers/ Students will be responsible for knowing the health protocols for each child attending MHDC and for mitigating risk of accidental exposure to the best of their ability.

Volunteers/ Students will review and sign off on the anaphylactic policy, the individual plans for each child with anaphylaxis and the emergency procedures in respect of each child before they begin with MHDC and at any other time when changes are made to the policy, plan, or procedure.

### **Harm Reduction Strategies:**

#### **Food:**

1. MHDC recommends that parents and children are not to bring outside food to MHDC. Food will be provided and prepared by MHDC and an associated catering company, including food associated with special occasions (i.e., events). The decision to restrict outside foods is based on the need to reduce the risk of accidental exposure to allergens.
2. Children with extreme allergies that the Centre cannot accommodate will be asked to bring their own food from home and must be labelled documented as per our outside food policy.
3. The On-Site Supervisor will, on certain occasions or in the case of individual children on the written request of a parent, permit outside food to be brought into the childcare, subject to certain conditions. These special conditions will be at the discretion of the On-Site Supervisor, but it is recognized that more restrictive conditions will apply if an allergic or anaphylactic child is attending the childcare.

**Given that anaphylaxis can be triggered by minute amounts of an allergen children with food allergies must be encouraged to follow certain guidelines:**

- Children and staff must Wash hands before and after eating
- Do not share food, utensils, or containers
- All labels will be read by a staff member prior to serving.
- Foods with nut warnings will not be served.  
i.e., "May Contain traces of peanut/nut" or "Manufactured in a facility that processes peanuts/nuts"

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- Any person supplying food to the childcare will be notified of all life-threatening allergies in the Centre. List of allergies will be revised, as necessary.
- All surfaces will be cleaned with a cleaning solution (approved by Public Health) prior to and after preparing and serving food.
- If a staff member is doing a baking/cooking activity, s/he must ensure that children with a food allergy to any ingredient in the recipe are not permitted to come near that table. No food items with nuts are allowed.
- All cleaning supplies, medicines and any other products that may be in danger and/or commonly produce allergic reactions will be stored away.
- Playground areas will be checked and monitored for insects such as wasps. The Onsite Supervisor of the Centre will be notified immediately, and children will not be allowed to play in this area.
- Staff will have use of a cellphone on all excursions.

### **Development of a child's individual plan and emergency procedure**

- Parents with anaphylactic children MUST complete an Individual Plan for Emergency Procedure for their child.
- The Individual Emergency Procedure for the child must be signed by a physician
- The Individual Plan MUST be provided to MHDC before a child may be enrolled and receive care
- The Individual Plan SHALL
  - include Allergy Information
  - Child's Photo
  - Signs and Symptoms
  - Brief action plan including detailed, step-by-step procedures to be followed in the event of an anaphylactic reaction
  - Parent Contact Information
  - Consent to administer medication -Signature of Parent/ Guardian
- In addition to the Individual Plan, parents with anaphylactic children MUST provide a dedicated prescription Epinephrine for their child
- This injector will remain for the child at the center (not shared between programs, school and childcare, home, and childcare etc.)
- The Injector must be in original container, with date of purchase, and storage instructions.
- This injector SHALL be taken on every outing with the children.
- Auto injectors and asthma inhalers must be provided to MHDC staff in a clearly labeled zip-lock bag with the child's name on the outside and the date of the medication's expiration.
- It is the responsibility of each parent to ensure that any emergency medication is current (within expiry date)
  - If an Epinephrine Injector has expired and there is a shortage to purchase from the manufacturer the following will be followed:
- Child will be excluded from the program until a current Injector has been received by the childcare
- Parent will consult with the child's doctor to determine if expired medication can be used.
- Parent will provide a letter outlining the time frame to permit the use of an expired injector.
- The individual plan for a child with anaphylaxis and the emergency procedures contained therein

SHALL be reviewed by all employees before they begin their employment and yearly thereafter.

## **Training**

In addition to an annual review of the Individual Plans and Anaphylaxis Policy, each year an awareness session SHALL be conducted by the centre for all staff which includes:

Identification of the storage area(s) for auto injectors, inhalers, and other medication

- Parents will also be required to train the Supervisor/Assistant Supervisor / Front line staff on procedures to be followed in the event a severe allergic reaction occurs.
- Parent/ Guardian may submit a pre-recorded video of training to be viewed by all subsequent staff/students/volunteers
- The Supervisor/Assistant Supervisor shall train the subsequent staffing team as well as any students/volunteers.
- Parent/Guardian must submit a signed consent form allowing the center staff to use epinephrine injectors as per the training.
- Review strategies for reducing the risks of anaphylactic causative agents within the centre
- Individual Plan shall have the description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy
- Action to be taken by day nursery staff in the event the child has an anaphylactic reaction
- Parent/guardian consent that allows the staff to administer the allergy medication in the event of an anaphylactic reaction
- Emergency contact information

How to use EpiPen® Auto-injectors Poster may be found at: <http://www.epipen.ca/en/school-resources#classroom-posters>

## **INDIVIDUAL SUPPORT PLAN**

Macklin House Daycare supports the inclusion of all children. An individual support plan will be completed for children that may require special attention and /or support.

An Individual Support Plan (ISP) is one way to formally identify the needs, strengths, abilities, and preferences for a child in our care.

An ISP should be a collaborative effort between the parent, professional health care i.e., physician, early interventionist, therapist) and the center.

The implementation of an ISP is a shared responsibility and effort between the individual and his entire support team.

The ISP must reflect the goals, preferences, and needs of the child.

The following is key information that may be used to develop an Individual Support Plan:

- Strengths
- Abilities
- Likes/dislikes
- Needs
- Relationships
- Cultural and religious background
- Communication
- Relevant medical history

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- Current medical considerations
- Professional support and/or consultation
- Formal diagnosis (if necessary)
- Physical considerations
- Emotional considerations
- Invention practices
- Previous direct service or support
- Goals
- Outcomes

The ISP will be reviewed as required and on an annual basis at a minimum by the parent and any other associated service as required.

The ISP document will be stored in the child's file for 3 years.

### **Implementation and Review of Individualized Support Plans**

Macklin House Daycare will ensure that it has an Individualized Support Plan for any children that require it.

All staff, students and volunteer must read and understand our policy and procedures for Individualized Support Plans so that they are more aware of their roles and responsibilities and are better equipped to provide for the health, safety, and well-being of children receiving care. Plans will be reviewed:

- Prior to the start of employment and yearly thereafter.
- Each time the plan is updated
- Document with date of each time the ISP is reviewed
- Records will be kept on site for three years

### **INDIVIDUAL MEDICAL NEED SUPPORT PLAN**

An individualized Medical Support plan for a child with medical needs will be completed with registration to ensure the child's inclusion in the program.

An IMSP shall be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation. Parent, professional health care i.e., physician, early interventionist, therapist) and the center.

**This plan shall include:**

- Steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
- A description of any medical devices used by the child and any instructions related to its use.
- A description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
- A description of the supports that will be made available to the child in the childcare centre or premises
- Any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

The IMSP will be reviewed as required and on an annual basis at a minimum with the parent and any other associated service as required.



## **Implementation and Review of Individualized Medical Support Plans**

Macklin House Daycare will ensure that it has an Individualized Medical Support Plan for any children that require it.

All employees, students and volunteers will review each individualized plan to supports the child(ren)'s ability to participate in the childcare program and provides staff with all necessary information to deal with any medical situation pertaining to the child.

- Prior to the start of employment and yearly thereafter.
- Each time the plan is updated

## **EMERGENCY MANAGEMENT POLICY AND PROCEDURES**

Macklin House Daycare has an Emergency Management and procedure policy. This policy is designed to provide clear direction for staff and licensees to follow to deal with emergency situations to ensure the safety and wellbeing of everyone involved. In case of Emergency, Parents/Guardians will be notified via telephone/email. A complete policy can be obtained from the onsite supervisor. It is imperative that we always have your updated contact information!

## **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 belongings

## **OUTDOOR PLAY**

Physical activity and organized sporting opportunities are an important component of children's growth, development, and extension of learning.

As per licensing guidelines, all programs that offer care for more than six hours are required to have an opportunity for outdoor play for two hours per day and 30 minutes on regular school days

Please ensure your child has clothing that adequate clothing that reflects each season.



## **GENERAL POLICIES AND PROCEDURES**

### **Kindergarten and School Age Children**

#### **Arrival to Childcare:**

Parent/ Guardian must sign the child in – indicating time of drop off and initial

#### **Departure from Childcare to school:**

Staff will sign the child in – indicating time of arrival and initial

#### **After School:**

Staff will sign the child in – indicating time of arrival and initial

Pick Up from childcare at the end of day: Parent/Guardian must sign the child out –indicating time of pick up and initial

## **LATE FEES**

Macklin House KidZone - is licensed by the Ministry of Education to operate Before and After school on regular school days. To comply with our insurance the structure, operational procedures, and quality of the program children must be

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dropped off and picked up according to our operation hours.

Before School: 7 am till first school bell (where am care is offered)

Afterschool: School dismissal bell till 6:00 pm

PA days, Winter Break, March Break 7:30am-5:30pm, Summer Camp: 7:30 am – 5:30pm

Parents are required to arrive and leave the center according to operation time (i.e., arrive after 7am and leave the center by 6:00 pm).

Late fees do not amend the operational hours. Late fees are incurred when your child remains at our program after closing time. The Centre opens and closes by our clocks. Lateness will be determined by our clocks. Late fees are payable at \$2.00 per minute

Parents are reminded to pick up their child on time. Parents who are late on more than 3 occasions will be contacted by our Head Office and may initiate withdrawal if the lateness persists.

Please note, if there is a child left one hour after closing time and staff are unable to reach the parents or emergency contacts, appropriate authorities including the York Regional Police and/or Children's Aid Society will be called. In order to keep accurate records, please inform the staff of any changes to your emergency contacts and home and business numbers as they arise.

**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

**ABSENCE FROM CENTER**

Please ensure that you call the onsite supervisor regarding absence from the program. All fees are applicable for any absence due to illness, vacation or other.

## **Safe Arrival and Dismissal Policy and Procedures**

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## **Policy**

### **General**

- Macklin House Daycare Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Will only dismiss children into the care of their parent/guardian or another authorized individual who is an adult. The centre will not release any children from care without supervision unless otherwise arranged and an authorization letter has been received.
- Where a parent/guardian has provided written authorization for their school age child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must: greet the parent/guardian and child.

- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).

Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on [the registration form/emergency profile or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., sent an email, left a voice message, or advised the closing staff at pick-up), the staff in the classroom must:

#### **FULL DAY**

- inform the Supervisor/designate and they must commence contacting the child's parent/guardian no later than 10:30 am (for full day programs)

## **BEFORE AND AFTERSCHOOL PROGRAMS**

### **BEFORE SCHOOL**

- For Before School– Staff will mark the child Absent if child did not attend.
- Names of Absent children in the before school program will be documented in the center log book
- Supervisor/Designate will check the center log book for details on any children that did not attend in the morning. Supervisor/Designate will follow up with the school office in the afternoon to verify if the child was in school during the day.
- For a child who does not arrive before school and was not in school during the day/ The Supervisor/Designate will contact the Parent to gain information regarding the child's absence

### **AFTERSCHOOL**

- Parent/Guardian must contact the center to confirm absence.
  - If a child does not arrive as scheduled in the afternoon, the Supervisor/designate will check with the school to confirm if the child was at school during the day.
  - For a child who did not arrive as scheduled in the afternoon and was at school during the day – the Supervisor will contact the parent immediately.
  - If the parent/guardian is not reached, a voice mail will be left for the parent/Guardian to contact the center.
  - If absence is not confirmed the Supervisor will contact Head Office/ missing child protocol may be initiated including calling the police
  - For a child who does not arrive afterschool and was not in school during the day/ The Supervisor/Designate will contact the Parent to gain information regarding the child's absence
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, 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.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the staff will inform the Supervisor/Designate. The Supervisor/Designate will call the Parent/Guardian within 15 minutes of the arranged time and advise that the child is still in care and has not been picked up.
- Where the Supervisor/Designate is unable to reach the parent/guardian, staff must leave a voice message.

- Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed."

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by closure time, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the listed emergency contacts listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 30 minutes after closure time the staff shall proceed with contacting the local Children's Aid Society (CAS) (905) 895-2318 or 1-800-718-3850. Staff shall follow the CAS's direction with respect to the next steps.

### **Dismissing a child from care without supervision procedures**

- 1: Staff will only release children from care to the parent/guardian or other authorized adult.
2. Where a parent/guardian has provided written authorization for their school age child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care.

Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions.

The staff shall document the time of departure from care and as well as their initials on the attendance record.

### **Additional Procedures**

Parents/Guardian must drop off and pick up children during the center's operation times. Late fees will apply to each late pick up. Frequent lateness (pick up after operation time) can result in termination

### **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

Our center closes at 1pm on Christmas Eve and New Year's Eve

### **SCHOOL CLOSURES**

In the event that YRDSB (York Region District School Board) close schools to students- due to inclement weather or other emergency -there will be no opportunity for operators to offer programs to school age children who would normally attend school.

If bussing is cancelled due to inclement weather, however, schools are open our program will operate. Please note that there may be lapses in opening and closing times to allow our staff to arrive and leave the program safely.

In the event of severe weather conditions, check for school closures through your Board of Education's website, local news outlets.

## **LUNCHES AND SNACKS**

**Our center strives to be nut free. We therefore ask all parents to refrain from sending any food to the center. If you would like to send something for the child to eat – we ask that you consult with the onsite supervisor BEFORE the food is brought in.**

Our center provides nutritious snacks and a lunch every day.

\*(with the exception for infants who are still on baby foods –

in which case these foods are reviewed with the onsite supervisor and brought in with the parent.)

Our foods are provided by a catering company who is regulated by the Health Department and adheres to the Canada's Food Guide.

We have a four-week rotating menu that is posted on the parent board.

## **NUT FREE ENVIRONMENT**

### **Allergies and Restrictions**

**Our center endeavors to be Nut Free and Pork Free**

All allergies and Restrictions are to be discussed with the onsite supervisor prior to the child starting in our program. It is the parent's responsibility to ensure we are updated on any changes, additions, exclusions.

Since we provide snacks and lunches, we ask that you refrain from sending any food products to the center. Any Foods that are sent to the childcare – including snacks, meals must be approved by the onsite supervisor.

As per our licensing requirements, all meals, snacks, and beverages must be nutritious, nut free and in line with the Canada's Food Guide. Ideas for nutritious snacks and lunches can be found at [www.eatrightontario.ca](http://www.eatrightontario.ca)

Although we encourage and monitor that both Nut and Pork products do not enter our facility – we cannot guarantee their exclusion.



## **AUTHORIZED PICK UPS**

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.

## **PARKING LOT SAFETY**

When dropping off or picking up, please park only in the designated areas to avoid any aggravation or inconvenience to other parents. Please assist your child in and out of the car to avoid possible accidents.

**DO NOT LEAVE A CHILD UNATTENDED IN THE CAR AT ANY TIME**

Always remember the safety of your child!



## **BEHAVIOR GUIDANCE POLICY**

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 in 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 will incorporate methods of encouraging acceptable behaviour by:

- Providing a sufficient and varied number of developmentally appropriate activities.
- Providing activities based on children's interests
- Being aware of the developmental levels of the children
- Being aware of interactions occurring within the classroom and redirecting negative or inappropriate behaviours in a positive manner
- Allowing children to make choices as often as possible
- Providing reminders of the established limits
- Clarifying and reinforcing limits
- Providing age-appropriate explanations, for the limits that have been established
- Promoting the child's development of independent self-control
- Giving children cues about transition times so they know what to expect
- Redirecting negative or inappropriate behaviours to positive ones before they escalate
- Staff modelling appropriate and acceptable behaviours (respect for others, personal space)
- Focusing on the behaviour rather than the child by establishing clear limits in a positive and specific manner.
- Providing positive reinforcement for all positive behaviours exhibited by the children to promote the children's understanding of what behaviours are expected and encouraged.
- Providing time, guidance, and encouragement to self-regulate.

## **PROHIBITED PRACTICES**

### **MACKLIN HOUSE DAYCARE DOES NOT ALLOW THE FOLLOWING AT ANY TIME**

- (1) No licensee shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,
- (a) corporal punishment of the child.
  - (b) physical restraint of the child, such as confining the child to a highchair, 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.
  - (c) locking the exits of the childcare centre or home childcare 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.
  - (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
  - (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
  - (f) inflicting any bodily harm on children including making children eat or drink against their will.
- (2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home childcare or in-home services at a premises overseen by a home childcare agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving childcare.

## **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 member of staff on an accusation. Abuse would have to be proven through investigation by the Children's Aid Society.

## **SERIOUS OCCURRENCE REPORTING**

All Licensed Child Care Centers are to report any accident or incident that is deemed to be 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 STUDENTS AND VOLUNTEERS**

Macklin House Daycare from time to time accepts students and volunteers at the program.

All volunteers/Students/Parents will require a criminal reference 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.

## **FIRST AID AND CPR**

Our agency requires that all staff be trained in Level C Infant and Child First Aid and CPR

## **ACCIDENT AND INCIDENT DOCUMENTATION**

All accidents or incidents that occur while your child is in our care are recorded. Parents will be informed of any accident or incident that occurs while at the center. An accident or Incident form documenting and giving details of the accident/incident will be completed. A copy of the report will be given to the parents.

## **OFF SITE ACTIVITIES AND EXCURSIONS**

Occasionally the center will go offsite on walks and organize field trips. Supervision of children will always be maintained.

## **CENTER INITIATED WITHDRAWAL**

Upon registration, should Director determine (with consultation received from Operations Manager, Site Supervisor, front line teachers) 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 belongings

## **WAIT LIST POLICY**

Macklin House Daycare strives to accommodate all registration requests, however there may be times when space may be unavailable. The following is our wait list policy and procedure:

No Fees are associated with placing your child on our wait list.  
Please ensure that we have your updated contact information.

Determining where your child(ren) is on a waiting list/or admissions to the program is subject to a number of considerations including, but not limited to.

- when the children currently enrolled move to the next age group
- the ages of the children on the waiting list
- the length of time each child will be in an age group before having to transition to the next age group
- Children withdraw from the program.
- New spaces are created.

Exceptions that could affect the order in which admissions are offered are:

- A child protection/welfare agency requests placement for a child.
- Children requiring full time care (5 days per week).
- Siblings of children currently registered in our program
- Children living within the school boundaries and attending their home school.

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.

To find out your child(ren)'s status on the waiting list, simply contact the Supervisor of the program where you originally completed the waiting list form.

## **VIOLENCE AND HARRASMENT IN THE WORKPLACE**

To ensure the safety of everyone, according to requirements of Bill 168, Macklin House Daycare has strict protocols in place.

All forms of Workplace harassment towards staff, children, students, volunteers, parents, and community members, including the use of physical force, bullying, offensive jokes or referrals, intimidation, including telephone, email transactions and text messages are strictly forbidden.

## **CONFIDENTIALITY AND SHARING INFORMATION**

All information about the children and staff including names, contact numbers, and health can be reviewed for our licensing process.

Macklin House retains this information for this purpose and does not share the personal information about children with any other agency unless we are required to share it by law.

## **PRIVACY POLICY**

All information about the children and staff including names, contact numbers, and health can be reviewed for our licensing process.

Macklin House retains this information for this purpose and does not share the personal information about children with any other agency unless we are required to share it by law.

### **Our Commitment**

Macklin House Daycare Center Inc. (MHDC) is committed to the protection of the personal information of its clients and independent contractors. Our Privacy Policy ensures our agency's compliance with the federal *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

### **Personal Information**

Personal information is defined as any information in any form, recorded or not, that is about an identifiable individual. It can be objective information (e.g., home address, telephone number, email address), or it can be subjective information (e.g., the progress of your child in day care).

In administering and enforcing the Child Care and Early Years Act, 2014 (CCEYA), Ministry of Education inspectors, program advisors and the director under the CCEYA may collect and review personal information about staff employed by a licensed childcare centre, children who are registered, as well as volunteers and students at the program to ensure that the licensed childcare centre is complying with the CCEYA.

### **Accountability**

The Executive Director of Macklin House Daycare and the Operations Manager of the agency are responsible for ensuring compliance with this Privacy Policy by all the programs and services operated by Macklin House Daycare Center Inc. The Director may, from time to time, delegate another individual in the agency such as the Operations Manager to act on her behalf as Privacy Officer. Contact information for the Executive Director can be found at the end of this document.

### **We Collect Your Personal Information to Serve You Better**

We collect, generate, use, and disclose personal information for the following purposes only:

- To determine eligibility for our programs and services.
- To identify clients of MHDC (children and their parents/guardians)
- To communicate with our clients
- To protect and ensure the health and safety of the children entrusted to our care
- To communicate daily activities of children to parents
- To provide optimal and individualized care for each child
- To monitor the quality of care and the progress of children in care
- To ensure the care provided is flexible and continues to meet the unique needs of each child
- To ensure that the care we provide is respectful of religious and/or cultural backgrounds
- To meet statutory, regulatory, and contractual requirements of the agency
- To provide/send information to prospective clients
- To process applications/requests for care
- To place clients on a waiting list

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- To determine eligibility for care and proper placement of your child in a program
- To assist parents in obtaining and maintaining fee subsidies from the Region of York
- For the screening, assessment, and approval process of prospective affiliated home childcare providers
- To process payments to independent contractors
- To meet the record-keeping obligations required by the provincial Ministry of Education,
- The Region of York and Canada Customs and Revenue Agency
- To assist Children's Early Intervention, when applicable, in determining the level of support that may be provided to eligible children
- To administer our programs and services (e.g., time sheets, attendance reports, etc.)
- To collect payment for services provided
- For the collection of statistics
- To administer our programs and services
- To administer payroll
- To institutions providing the Agency with payroll and banking services.
- To our accountants and auditors
- To third parties for processing data (e.g., hardware and software support).
- To periodically undertake fundraising activities to enhance programs and services for children and families.
- To meet statutory, regulatory, and contractual requirements relating to the services and programs provided to our clients.

### **Disclosure of Your Personal Information**

Other than for the purposes indicated above or unless required to do so by law, MDC does not disclose the personal information under its control to any other parties. We do not trade, sell, barter, or give away client information to anyone.

### **Consent**

When you request/seek services from our agency you provide us personal information expressly through a registration/referral process. MHDC then has access only to the personal information provided by the client that is required to fulfill the purposes stated above.

A client may withdraw their consent at any time upon reasonable notice, subject to legal or contractual restrictions. Please note however, that due to our statutory and regulatory obligations withdrawing consent may affect our ability to continue to provide a client with the services they have or would like to receive. MHDC reserves the right to withdraw service from you, if having that information is critical, necessary or a legislated requirement in the provision of quality care for your child.

We will only collect, use, and disclose your personal information to meet the purposes identified above. If we need to collect further information for a new purpose, rest assured we will seek your fresh consent for that specific collection (for example, if we wish to use a photograph of your child in an agency brochure, your specific written consent will be required).

## **Retention of Your Personal Information**

We only retain your personal information for as long as we have a purpose to do so and/or as is required by all the applicable legislation that governs our operations. For example, the provincial legislation upon which our license is based, the *Child Care and Early Years Act, 2014*, requires that we retain child files for three years beyond the date of discharge from any of our childcare programs. Once personal information is no longer required to fulfill the identified purposes or to comply with legal requirements regarding retention, it will be destroyed.

## **Accuracy of Your Personal Information**

We will make every effort to keep your personal information accurate and up to date. We rely on you to keep us updated on any changes in a timely manner, so that the personal information we have is always accurate. This is particularly important with respect to the health and safety of your child. In the event of an emergency, for example, having quick access to current telephone numbers and alternate emergency contact people is essential.

## **Security**

The security of the information you provide is our number one priority. We limit access to your personal information only to those who require it to provide you with our service. Information stored on our computer information system is protected by firewalls and is password protected.

We follow generally accepted industry standards to protect Personal Information, including your email address, submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

All hard files are kept under lock and key. MHDC employees are fully aware of their obligations to maintain the confidentiality and security of your personal information. All MHDC employees and independent contractors are subject to the agency's policies and procedures with respect to confidentiality of client information.

## **Access to your Personal Information**

Individuals have the right to access their own personal information, or the personal information about their children, which is in the possession and control of Global. You also have the right to know if your personal information has been disclosed to any third parties.

Requests for access to personal information must be made in writing to the Director: Shahina Lalani  
2501 Denison Street, Markham, ON L3S 2P9.

The Director will respond to the request in 30 days. MHDC does have the right to deny your request under certain circumstances. Those circumstances include but are not limited to: information which is protected by solicitor-client privilege; information which reveals personal information about another individual; personal information which was collected for an investigation or legal proceeding that has not yet concluded; if providing access to particular personal information could jeopardize an individual's life or security; or if access to the personal information could reasonably be expected to threaten the safety or physical or mental health of another individual.

Acceptable proof of identification is required before access to personal information is granted.

MHDC has the right to charge a reasonable fee should you request copies of your personal information.

## **If You Have Any Concerns**

Should you have any questions or concerns related to the collection, use or disclosure of your personal information at Macklin House Daycare Center, please contact the Director in writing (marked confidential) at the following address:

**Shahina Lalani**

Director

Macklin House Daycare Center Inc.

2501 Denison Street

Markham, ON L3S 2P9

**Website Privacy Policy****Personal Information**

Your privacy is very important to all of us at Macklin House Daycare (the “Company”). We are committed to the responsible use of information provided by our customers, users, and visitors [www.macklinhousedaycare.com](http://www.macklinhousedaycare.com) (the “Site”).

We have established this privacy policy (“Privacy Policy”) to explain to you how your personally identifiable information is protected, collected, and used when you use the Site or any of our Services. Personally, identifiable information is information about you that is personally identifiable, such as your name, email address, and other information, that is not otherwise publicly available (“Personal Information”). The privacy practices of this Privacy Policy apply to our Services (as defined in our Terms of Use) accessible through the Site, and your use of the Site. Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Site. By visiting the Site or using the Services, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not use, or access the Services.

From time to time, the Company may modify this Privacy Policy and post such modifications here on this website. Your use of the Services after any such modification constitutes your acceptance of the modified Privacy Policy. By submitting Personal Information to us through the Services, you expressly consent to our use and disclosure of your Personal Information in accordance with this Privacy Policy.

**Information Collection & Use**

In general, anyone may visit the Site without revealing any personal information. However, there are occasions when the Company needs to obtain information from our visitors. As is true of most websites, we gather certain information automatically and store it in log files. This information may include, but may not be limited to, internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, clickstream data, and the total number of visitors to the Site on an anonymous aggregate basis.

We use this information, which does not identify individual users, to research or to improve the Company’s Site and the services we offer, and to analyze trends, to administer the site, to track users’ movements around the site and to gather demographic information about our user base.

We do not link this automatically collected data to personally identifiable information. We track trends in users’ usage and volume statistics to create a more efficient and usable site and offerings, and to determine areas of the site or our services that could be improved to enhance the user and customer experience. All information you provide to the Company is for internal use only. It is not sold to any third parties.

We use your Personal Information, and other information we obtain from your current and past activities on the Site to: present our Site and its contents to you; resolve disputes; troubleshoot problems; measure consumer interest in our products and services; inform you about online and offline offers, products, services, and updates; customize your experience on our Site; detect and protect us against error, fraud and other criminal activity; to provide you with notices about your account, including expiration and renewal notices; to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection; enforce our Terms of Use/Service; and as otherwise described to you at the time of collection. We may compare and review your Personal Information for errors, omissions, and accuracy.

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You agree that we may use your Personal Information, including your email address, to improve our marketing and promotional efforts, to analyze Site usage, to improve the Services, and to customize the Site's content, layout, and services. These uses improve our Site and better tailor it to meet your needs, to provide you with a smooth, efficient, safe, and customized experience while using the Site and/or the Services.

### Communications from the Site

We may also use information that the Company receives from you or about your visit to the Site to contact you via e-mail or other means to occasionally send you information on products, services, special deals, and promotions. Out of respect for your privacy, we provide you with a way to unsubscribe from each of these communications. If you no longer wish to receive this information, you may opt-out by contacting us at [info@mhdcc.ca](mailto:info@mhdcc.ca).

### Links to Other Sites

This Site may contain links to other sites that are not owned or controlled by the Company. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of every website that collects personally identifiable information. This Privacy Policy applies only to information collected by this Site.

### Cookies and Related Technologies

When you use the Site, we collect certain information by automated electronic means, which may include:

- **Browser Cookies** – A cookie is a small file placed on the hard drive of your computer or mobile device. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site.
- **Flash Cookies** – Certain features of our Site may use locally stored objects called Flash Cookies to collect and store information about your preferences and navigation to, from, and on our Site. Flash Cookies are not managed by the same browser settings as are used for Browser Cookies.
- **Web Beacons** – Our emails and certain pages of our Site may contain small electronic files known as Web Beacons that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity). Web Beacons is sometimes also referred to as clear gifs, pixel tags, and single-pixel gifs.
- **Session Cookies** are temporary cookies used for various reasons, such as managing page views, and are usually erased by your browser when you exit it. **Persistent Cookies** are used for several reasons, such as storing your preferences and retrieving certain information you have previously provided. Persistent Cookies are stored on your devices after you exit your browser.
- Throughout the Company's Privacy Policy, we use the term "Cookies" to include Browser Cookies, Flash Cookies, Web Beacons, Session Cookies, and Persistent Cookies.

The information from Cookies is also stored in web server logs, which are then transmitted back to the Site by your computers or mobile devices. These servers and Cookies are operated and managed by us and/or our service providers. As you use the Site and Services, your browsers communicate with servers operated by the Company and/or our service providers to coordinate and record the interactivity and fill your requests for services and information.

Cookies are also used to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Site, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Site; and
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect is statistical and may include Personal Information, such as your IP address, and we may maintain it or associate it with Personal Information we collect in other ways or receive from third parties. Cookies help us improve our Site and Services and help Us deliver better Site and Services, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Site according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Site.

You may manage how your browser handles cookies and related technologies by adjusting its privacy and security settings. Browsers are different, so refer to instructions related to your browser to learn about cookie-related and other privacy and security settings that may be available.

You may manage how your mobile browser handles cookies and related technologies by adjusting your mobile device privacy and security settings. Please refer to instructions provided by your mobile service provider or the manufacturer of your device to learn how to adjust your settings.

### **Third-Party Use of Cookies and Other Tracking Technologies.**

Some content or applications, including advertisements, on the Site are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We may use third parties such as network advertisers to serve advertisements on our Site and on third-party websites or other media (e.g., social networking platforms) that enable us and third parties to target advertisements to you for products and services in which you might be interested. Third-party ad network providers, advertisers, sponsors, and/or traffic measurement services may use cookies, JavaScript, web beacons (including clear GIFs), LSOs and other tracking technologies to measure the effectiveness of their ads and to personalize advertising content to you. These third-party cookies and other technologies are governed by each third party's specific privacy policy, not this one. We may provide these third-party advertisers with information, including personal information, about you.

We do not control third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

### **Security**

We follow generally accepted industry standards to protect Personal Information, including your email address, submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

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## **Rights to Access and Control Your Personal Information**

Any personal data that we collect is based upon your consent as detailed in this Privacy Policy. You have many choices concerning the collection, use, and sharing of your data, including the ability to:

- **Delete Data:** You may request that we delete your Personal Information. Please note that we cannot delete your Personal Information except by deleting your user account.
- **Change or Correct Data:** You can also ask us to change, update, or fix your data in certain cases, particularly if it is inaccurate. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.
- **Object to, or Limit or Restrict, Use of Data:** You may request that we do not use your Personal Information, but keep in mind that this will terminate our ability to provide any Service(s) to you.
- **Right to Access and/or Take Your Data:** You can ask us for a copy of your Personal Information.

You may send us an email at [info@mhdc.ca](mailto:info@mhdc.ca) to request access to, obtain copies of, correct, or delete any Personal Information that you have provided to us.

## **Changes in this Privacy Statement**

If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this Privacy Policy at any time, so please review it frequently.

## **Children's Online Privacy Protection Act**

We do not knowingly collect information from minors. Our Site is intended for and directed towards adults. Our Services are not directed to minors, and we do not knowingly collect Personal Information from minors. Our Site is not intended for children under 13 years of age. No one under age 13 may provide any personal information to or on the Site. We do not knowingly collect personal information from children under 13. If you are under 13, do not [use or provide any information on this Site or on or through any of its features/register on the Site, make any purchases through the Site, use any of the interactive or public comment features of this Site or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use]. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at [info@mhdc.ca](mailto:info@mhdc.ca).

## **General**

If you have questions or comments about our privacy policy, would like to stop receiving information from the Company, or would like to correct or update information you have provided us, please contact us at [info@mhdc.ca](mailto:info@mhdc.ca).

## **SUBMISSION OF COMPLAINTS AND RESOLUTION**

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 the 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 by 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/childrensaidthereportingabuse/index.aspx>

## Procedures for Complaints and Resolutions

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:
<b>Program Room-Related</b>  E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor / operations manager/ licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> or <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within one business day.</li> </ul> Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received.</li> <li>- the name of the person who received the issue/concern.</li> </ul>
<b>General, Centre- or Operations-Related</b>  E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the supervisor /operations manager/ licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern.</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor/operations manager/ licensee.</li> </ul> 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.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  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.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor/operations manager/ licensee.</li> </ul> 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.	

## 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: <a href="mailto:sarah.traccitto@mhd.ca">sarah.traccitto@mhd.ca</a>
PROGRAM MANAGER	Concetta Campagna Tel: 905-472-6201 Email: <a href="mailto:concetta.campagna@mhdc.ca">concetta.campagna@mhdc.ca</a>
EXECUTIVE DIRECTOR	Shahina Lalani: Tel: 905-472-6201 Email: <a href="mailto:shahina.lalani@mhdc.ca">shahina.lalani@mhdc.ca</a>
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 <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a>

## Registration, Payment Policy and Program Policies

### REGISTRATION POLICY

**The following is due at the time of registration:**

1. A Completed Registration form and fee must accompany the application for each child.
2. If your child has an anaphylactic allergy or requires emergency medication an emergency profile completed with consultation with the child's doctor and emergency medication must be submitted at the time of registration.  
Parent/guardian must review the emergency profile with the Supervisor.
3. The registration fee for school age children is due at the time of registration.

**This fee is non-refundable and is in effect until the child is withdrawn from the program.** Please refer to the fee schedule.

4. The registration policy for before and after school **minimum enrollment** is:
  - 2 days mornings only
  - 2 days afternoons only
  - 2 days before and afternoon
5. A **family discount** of 10% is available when two school-age children or more are enrolled from the same family on a **daily rate schedule**. The discount will be applied to the second child's fee. Discounts not applicable to PA days/full days. Please refer to the fee schedule.
6. A **family discount** of 5% is available when two school-age children or more are enrolled from the same family on a **monthly set fee schedule**. The discount will be applied to the second child's fee. Discounts not applicable to PA days/full days. Please refer to the fee schedule.
7. A **deposit for one month (21.75 days)** is required -the deposit holds your child's space in the program and is used when you withdraw.
8. **A written request must be submitted for any change to registration or withdrawal from the program.** Any change OR withdrawal from the current registration can only be **made on the 1<sup>st</sup> of the month –and will take place after a 20-business day notice**. Notices to change/withdraw will not be processed in the middle of the month.

**Notice must be given while the program is in session (Sept – June).** The monthly deposit will NOT be refunded should the proper notice protocol is not followed. All fees will be applicable until the written notice has been received.

All fees are applicable until the time of notice. The deposit will **not** be refunded if required notice is not given/ and/or proper protocol is not followed.

9. Once registered into the program, **all fees are nonrefundable - regardless of attendance. There is no reduction for sick days or vacation days.**

10. **All Statutory Holidays are payable.**

#### 11. **School Closures**

In the event that YRDSB (York Region District School Board) close schools to students due to inclement weather or other emergency -there will be no opportunity for operators to offer programs to school age children who would normally attend school.

If bussing is cancelled due to inclement weather, however, schools are open our program will operate. Please note that there may be lapses in opening and closing times to allow our staff to arrive and leave the program safely.

In the event of severe weather conditions, check for school closures through your Board of Education's website, local news outlets.

There will be no reduction of fees for absence due to inclement weather. MHDC will use its discretion to waive/credit fees if school closures due to inclement weather are more than two days.

\*Fees will not be applicable if there is a closure due to Province of Ontario Mandate due to Covid-19.

Fees during isolation requirements due to Covid-19 are applicable. \*For further policy regarding Covid-19 kindly refer to our Covid-19 enhanced policy and procedures.

#### **Families that are receiving fee assistance from the Region of York**

##### **Parent fees are determined by the Region**

Registration fee is due at the time of registration

Registration is ongoing through the year

A 10-day written notice must be submitted to withdraw from the program

Once withdrawn the space is not guaranteed (i.e., withdrawn in June and return in Sept)

#### **PAYMENT POLICY**

##### **Methods of payment**

Preauthorized Automatic Debit/ Postdated cheques/ E-Transfer \* **WE DO NOT ACCEPT CASH**

The Registration fee must be submitted at the time of Registration and is valid until the child withdraws from the program.



**Upon acceptance to the program the following is due:**

Registration Fee

Deposit of one month

Payments are due by the 1<sup>st</sup> of each month. A late fee of \$25 will apply to all fees received after the due date.

**DAILY FEE:**

The daily fee option is based on all school days per month (including stat holidays)

**SET MONTHLY FEE:**

This option is available for children attending full time (5 days) based on the prorated monthly amount applicable each month.

This method is available at the time of registration and cannot be changed during the year.

**PROCESS FOR PAYING VIA PREAUTHORIZED AUTOMATIC DEBIT**

**\*Accepted at some sites only**

- A PAD (pre-authorized debit) form must be completed at the time of registration
- Payment will be debited from assigned account between the 1<sup>st</sup> – 5<sup>th</sup> day of the month
- A charge of \$25 per instance will be applied to non-accepted transactions

**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
- All required information as per the instructions must be included in each transfer.
- Payment must be received by head office on or before the 1<sup>st</sup> of each month
- Late payments will be subject to a \$25 late fee/per month/ per instance
- A fee of \$25 will be applied if all information is not included and the payment needs to be reconciled.

**PAYMENT FOR PA DAYS/HOLIDAYS**

**PA days and Holiday Care (Winter Break, March Break, Summer Camp) are not included in your monthly fee schedule total.**

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 program manager or director at our head office.

## Our Contact Information

OPERATIONS MANAGER	Sarah Traccitto: Tel: 905-472-6201 Email: <a href="mailto:sarah.traccitto@mhd.ca">sarah.traccitto@mhd.ca</a>
PROGRAM MANAGER	Concetta Campagna : Tel 905-472-6201 Email: <a href="mailto:concetta.campagna@mhdc.ca">concetta.campagna@mhdc.ca</a>
EXECUTIVE DIRECTOR	Shahina Lalani: Tel: 905-472-6201 Email: <a href="mailto:shahina.lalani@mhdc.ca">shahina.lalani@mhdc.ca</a>
HEAD OFFICE ADDRESS	Macklin House Daycare Center Inc. 2501 Denison Street Markham, ON L3S 2P9 Tel: 905-472-6201 Fax: 905-472-1373

# Macklin House Daycare Centre

## Application for Enrollment

For Office Use Only

Date of Admission:

\_\_\_\_ dd/mm/yyyy

Type of Child Care Required: ☐ Full-time ☐ Part-time ☐ Occasional.

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

Age Group Placement at Time of Enrolment:

☐ Kindergarten ☐ School Age

Hours of Care:

MON	TUES	WED	THURS	FRI



### Child Information

Full Legal Name:

Preferred Name:

Date of Birth (dd/mm/yyyy):

Age (years, months):

Home Address(es):

Language(s) Spoken at Home:

Other children in the family enrolled in the centre (list names, if applicable):

### Parent/Legal Guardian Information

Full Legal Name:

Preferred Name:

Relationship to Child:

Primary Phone Number:(    )

Alternate Phone Number:

Email address(es):                      @                      .

Home Address:

☐ Same as Child

Full Legal Name:

Preferred Name:

Relationship to Child:

Primary Phone Number:

Alternate Phone Number:

Email address(es):                      @                      .

Home Address:

☐ Same as Child

## Family Doctor Information

Dr's Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: [    ] \_\_\_\_\_ - \_\_\_\_\_

## Custody Arrangements (if applicable)

Are there custody arrangements pertaining to the legal right of access to your child?      YES    NO

If YES, please provide a copy of the appropriate legal documentation (e.g., court order).

Name(s) of custodial parent(s): \_\_\_\_\_

Name(s) of individuals prohibited from accessing/picking up your child: \_\_\_\_\_

## Emergency Contacts

In the event of an emergency, if a parent cannot be reached, the following individual(s) may be contacted. Please list in order of preference. \*(other than parents/Legal Guardian)

Emergency Contact #1	Emergency Contact #2	Emergency Contact #3
Full Legal Name:(Last/ First) _____  Relationship to Child: _____  Primary Phone Number:  (    ) _____  Alternate Phone Number:  (    ) _____  Home Address: _____ _____ _____  Email Address: _____@._____  <input type="checkbox"/> Authorized to pick up child	Full Legal Name:(Last/ First) _____  Relationship to Child: _____  Primary Phone Number:  (    ) _____  Alternate Phone Number:  (    ) _____  Home Address: _____ _____ _____  Email Address: _____@._____  <input type="checkbox"/> Authorized to pick up child	Full Legal Name:(Last/ First) _____  Relationship to Child: _____  Primary Phone Number:  (    ) _____  Alternate Phone Number:  (    ) _____  Home Address: _____ _____ _____  Email Address: _____@._____  <input type="checkbox"/> Authorized to pick up child

**Pick-Up Authorization**

The following additional individuals are authorized to pick up my child (**Photo ID will be required to confirm identify before the child will be released**):

Full Legal Name	Relationship to Child	Primary Phone

**SPECIAL CONDITIONS**

Does your child have a behavioral condition that would require special attention and/or support?

[    ] YES [    ] NO IF YES PLEASE EXPLAIN BELOW

--

Does your child take any medication?

YES [    ] NO [    ]

**LIST OF MEDICATIONS:**


Is there any other information that you would like to share with us to support your child?

[    ] YES [    ] NO IF YES PLEASE LIST BELOW

--

### **Additional Emergency Information**

Please provide any special medical or additional information about your child that could be helpful in an emergency (e.g., known medical conditions, skin conditions, vision/hearing difficulties):

### **Health Information**

If your child has had any history of communicable diseases (e.g., chicken pox, measles), please list them below (see Appendix C for common communicable diseases from Health Canada):

Does your child have any medical need(s) that requires additional support (e.g., Diabetes, Asthma)?

YES [ ☐ ] NO [ ☐ ]

If yes, an individualized plan for children with medical needs must be developed between the parent and the childcare centre prior to the child's first day of care.

### **Allergy Information**

Does your child have a life-threatening allergy (e.g., anaphylactic to peanuts, bee stings,) food or other substances?

YES [ ☐ ] NO [ ☐ ]

**If yes, an individualized plan for an anaphylactic allergy that includes emergency procedures must be developed between the parent and the childcare centre prior to the child's start date.**

YES [ ☐ ] NO [ ☐ ]

If yes, please provide relevant details, including what your child is allergic to, symptoms of a reaction and treatment required:

## Allergy Information

Does your child take any medications? (Seasonal allergies/ lactose intolerant)

YES | ☐ | NO | ☐ |

### LIST OF MEDICATIONS:

NAME OF MEDICATION	REASON

## Food Restrictions

Please list any food restrictions for your child:

## Additional Information

Please indicate any additional information that is relevant to the care of your child (e.g., prone to colds, frequent shoulder dislocation, etc.):

Parent Full Name

Parent Signature

Date (dd/mm/yyyy)

Supervisor Name

Supervisor Signature

Date (dd/mm/yyyy)

Note: 'Parent' is defined as a person having lawful custody of a child or person who has demonstrated a settled intention to treat a child as a child of his or her family and includes legal guardians.

## Authorization for Non-Prescription Skin Products/Consents

Child's Full Legal Name:

Date of Birth (dd/mm/yyyy):

The following **non-prescription** items may be applied to my child in accordance with the manufacturer's instructions on the original container (please check off):

- ☐ Sunscreen      ☐ Diaper Creams/Ointment      ☐ Lip balm      ☐ Hand sanitizers
- ☐ Insect repellent      ☐ Lotions

Macklin House Daycare has agreed to provide:	Parent has agreed to provide:
Hand Sanitizer	

Note: Consider adding the brand name of the non-prescription items for transparency.

**Parent Full Name**

**Signature of Parent**

**Date (dd/mm/yyyy)**

Note: 'Parent' is defined as a person having lawful custody of a child or person who has demonstrated a settled intention to treat a child as a child of his or her family and includes legal guardians.

## CONSENTS/PROGRAM ACKNOWLEDGMENTS

### 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.



## **PROGRAM REGISTRATION ACKNOWLEDGMENTS:**

**I have received, read, and understand the parent package the outlines Macklin House Daycare Centre 's policies and protocols (including registration policy, payment policy, general rules, and consents) and agree to abide by the policies and protocols of the center**

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 parents.

I understand that it is my responsibility to update all pertinent information regarding my child and contact information

I grant permission for my child to participate in all childcare activities including neighborhood walks, 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 Homework Club consent, Children Code of Conduct and Parent Code of Conduct policy.**

**I agree to follow the requirements of MHDC COVID-19 POLICIES AND PROTOCOLS**

**A FULL COPY OF OUR PARENT HANDBOOK IS AVAILABLE ON-LINE AT [www.mhdc.ca](http://www.mhdc.ca) or on request from the onsite supervisor.**

**I agree and consent to all the above:**

**Parent Full Name**

---

**Signature of Parent**

**Date (dd/mm/yyyy)**

---

Note: 'Parent' is defined as a person having lawful custody of a child or person who has demonstrated a settled intention to treat a child as a child of his or her family and includes legal guardians

## MHDC OFFICE USE

<b>DATE APPLICATION RECEIVED</b>	_____	
	(YY MM DD)	
<b>DATE ADMITTED</b>	_____	
	(YY MM DD)	
<b>REGISTERED FOR: FULL TIME</b> 5 days per week for: Infant /Toddler / Preschool		
<b>REGISTERED FOR: FULL TIME</b> 5 days per week for: ➤ FULL TIME BEFORE SCHOOL ONLY ➤ BEFORE AND AFTERSCHOOL ➤ AFTER SCHOOL FULL TIME		
<b>REGISTERED FOR: PART TIME</b> • INDICATE DAYS ➤ BEFORE SCHOOL ONLY ➤ BEFORE AND AFTERSCHOOL ➤ AFTER SCHOOL		
<b>REGISTRATON FEE INFORMATION</b>	\$ _____	
	Payment Via (chq/eft/etransfer): _____	
<b>FULL FEE OR SUBSIDIZED</b>		
<b>FULL FEE</b> ➤ DAILY RATE – INDICATE AMOUNT ➤ MONTHLY SET RATE – INDICATE AMOUNT		
<b>PAYMENT TO BE RECEIVED BY:</b> (CHQ/ EFT/ETRANSFER/CASH) *CASH MUST BE AUTHORIZED BY DIRECTOR		_____
		(YY MM DD)
<b>PAD RECEIVED (INDICATE YES/NO/ DATE)</b>		
<b>SUBSIDIZED</b> APPROVAL RECEIVED FROM (CSR NAME)/DATE		_____
		(YY MM DD)
<b>SUBSIDIZED</b> DAILY PARENT RATE		
<b>REGISTERED BY</b> (SUPERVISOR FULL NAME/SIGNATURE)		
<b>DATE WITHDRAWN</b>	_____	
	(YY MM DD)	

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

	SUPERVISOR NAME	SIGNATURE
_____		
(YY MM DD)		
_____		
(YY MM DD)		

# Macklin House Daycare

Head Office: **2501 Denison Street, Markham, Ontario L3S 2P9**

Phone: (905) 472-6201 | Fax: (905) 472-1373

[WWW.MACKLINHOUSEDAYCARE.COM](http://WWW.MACKLINHOUSEDAYCARE.COM)



## **MHDC KIDZONE – ROMEO DALLAIRE PS**

### **KINDERGARTEN FEE SCHEDULE**

**EFFECTIVE DECEMBER 31, 2022**

**\*WITH CWELLC REDUCTION FOR KINDERGARTEN CHILDREN**

<b>Daily Fees for Kindergarten Children Ages: 4 – 5 years</b>	
NO REGISTRATION FEE FOR KINDERGARTEN CHILDREN	
<b>DAILY FEES BASED ON A 5 DAY A WEEK ENROLLEMENT</b>	
AM Fee: \$12.00/day	
PM Fee: \$12.00/day	
Before and After Fee: \$17.90/day	
PA DAY: \$22.00/day	
<b>PART TIME/FEES BASED ON A LESS THAN 5 DAY A WEEK ENROLLEMENT</b>	
<b>*Minimum 2 days' enrollment</b>	
AM Fee: \$12.00/day	
PM Fee: \$12.00/ day	
Before and After Fee: \$18.38/day	
PA DAY: \$22.00/day	
<b>Winter Break, March Break, (*3 days minimum enrollment)</b>	
Kindergarten:	\$22.00

## **FEE SCHEDULE SUMMARY**

CWELCC Funding CWELCC Funding Eligibility - Children are eligible for fee reductions up until the end of the month that they turn 6 or until June 30, while registered in a Kindergarten Class in the school system. Fees are determined by the child's chronological age and not the program in which a child is placed

Childcare fees for children aged 0 to 6 have been funded by the government through the Canada Wide Early Learning Child Care system (CWELCC) and are base fees. If this funding becomes unavailable or decreased for any reason to MHDC, Families will be responsible to pay the full amount of applicable childcare fee. Fees have been frozen since March 27, 2022, for those receiving CWELCC funding

Effective January 01, 2025, fees are capped at \$22.00 per day for children 0 – 6 years.

A nonrefundable registration fee is required for School Age Children

A deposit of one month is required at the time of registration. The deposits are held on account, to secure your child's space in our program and will be applied to outstanding fees or refunded upon withdrawal.

One month's written request notice is required to withdraw from the program.

One month's written request notice to change program is required.

10 percent discount for more than one school age child registered – based on daily fee

All days of enrolled care including statutory holidays are payable.

**Please refer to our registration/payment policy for details**

# Macklin House Daycare

Head Office: 2501 Denison Street, Markham, Ontario L3S 2P9 Phone: (905)

472-6201 | Fax: (905) 472-1373

[WWW.MACKLINHOUSEDAYCARE.COM](http://WWW.MACKLINHOUSEDAYCARE.COM)



## MHDC KIDZONE – ROMEO DALLAIRE PS September 2024 Fee Schedule

<b>Registration Fee</b>	<b>First Child: \$50.00 Subsequent: \$30.00</b>
<b>FULL TIME FEES DAILY FEES (ENROLLED FIVE DAYS PER WEEK)</b>	<b>SEPT 2024 – JUNE 2025</b>
Before School	\$13.00
After School	\$19.50
Before and Afterschool	\$21.62
PA Day	\$52
December Holiday/March Break *3day minimum enrollment	\$52
<b>PART TIME FEES (ENROLLED LESS THAN 5 DAYS PER WEEK)</b>	
Before School	\$14.06
After School	\$20.61
Before and Afterschool	\$22.75
PA DAY	\$52
December Holiday/March Break *3day minimum enrollment	\$52
<b>MONTHLY FEES (ENROLLED FIVE DAYS PER WEEK)</b>	
Before School Only Full Time Monthly Set Fee	\$248.00
Afterschool Only Full Time Monthly Set Fee *Attending 5 days/week	\$384.00
Before and After School Full Time Monthly Set Fee *Attending 5 days/week	\$430.00
PA Day *Based on Full time monthly fee	\$51
December and March Break *3-day minimum Based on Full time monthly fee	\$51

A non-refundable registration fee and a deposit of one month is required at the time of registration. The deposits are held on account, to secure your child's space in our program and will be applied to outstanding fees or refunded upon withdrawal.

One month's written request notice is required to withdraw from the program.

One month's written request notice to change program is required.

10 percent discount for more than one school age child registered – based on daily fee

5 percent discount for more than one school age child registered on Monthly set fee

All days of enrolled care including statutory holidays are payable.

**Please refer to our registration/payment policy for details**

*Updated by Head Office: JAN 01, 2025*

[illegible]