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McNicoll Avenue Childcare Program

Parent's Handbook

2026

Revision History

Revision	Date	Description
1.0	May 30, 2016	Added Prohibited Practices requirements and Infant sleep supervision policy as per CCEYA Aug. 29/16
1.1	November 2, 2016	Formatted Table of Contents Added Safe Sleep Supervision Policy (specifics for Infant, Toddler and Preschool)
1.2	November 30, 2016	Updated security deposit to be 10 days full fee per child
1.3	December 14, 2016	Updated sleep policy regarding Toddler/Preschool documentation
1.4	December 20, 2016	Inserted Program Statement
1.5	January 5, 2017	Inserted "Routine Practices" from Operating Policy
1.6	September 19, 2017	Inserted Emergency Management Policy & Procedures
1.7	October 17, 2017	Inserted wait list policy statement
		Replaced Emergency Management policy & procedures (full policy) with an Emergency statement – under Routine Practices Section; "Emergencies"
1.8	October 20, 2017	Inserted Admission/Enrollment/Wait List Policy
1.9	December 11, 2017	Updated Registration and Deposit form at the back
2.0	January 11, 2018	Formatting changes
		Updated Parents' issues and concerns to indicate length of time when an initial response to the issue or concern is provided
2.1	July 10, 2018	Updated Prohibited Practices to include: No use of physical restraints as per CCEYA + updated Complaints / Parents' Concerns Policy to specify the time frame that a parent will receive a response (ASAP, up to 10 business days).
2.2	September 13, 2018	Revised references to TDSB with CBRE
		Revised centre Closures (same as in the Operating Policies)
2.3	November 28, 2018	Inserted Weather and Late Fees Policies from Operating Policies and Procedures manual into this document
2.4	February 28, 2019	Inserted updated 2019 Reportable and Non-Reportable Diseases from Toronto Public Health
2.5	January 28, 2020	Dated for 2020 – no content changes
2.6	January 28, 2021	Dated for 2021 – format changes, no content changes
2.7	May 17, 2021	Replaced "sunscreen" with "sun block" (to match wording in all policies)
2.8	January 18, 2022	Dated for 2022 – streamlined centre closures to match Operating Policies
2.9	May 4, 2022	Updated to sync with website content and any revisions
3.0	September 29, 2022	Updated formatting
3.1	February 1, 2023 April 21, 2023	Revised COVID information Revised statement of CWELCC enrolment Reviewed content - Spell checked, revised wording on sample parent contract
3.2	December 12, 2023	Revised Safe Arrival and Departure Policy as per CCEYA revision (Dec 2023) Revised fee payment sections – removed references to fee payment by cheque and replaced with payment through online communication app.
3.3	March 13, 2024	Revised definition of fever temperature to 38C or 100.4 F (as per TPH) Revised sample registration contracts
3.4	January 9, 2025	Revised wording on fee payment approach, schedule and refund/credit circumstances outlined as per Dec 4/24 CWELCC memo + general edits
3.5	Feb 20, 2025	Inserted revised Parent Code of Conduct policy and revised Parent Complaints/Concerns Policy – Board approved Feb 18, 2025
3.6	April 7, 2026	Revised fee payment wording re: Lillio payment processing + removed references to registration fee (removed as of May 1, 2025)
3.7	July 1, 2026	Updated list of prohibited practices to include sexual abuse, sexual misconduct and prescribed sexual acts as defined under the ECA, 2007
3.8	Nov 2, 2026	Updated wording to ensure NO LOOT bags or treats from home are to be left in children's cubbies. Only MACCP will provide treat bags on special occasions from time to time.

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Introduction
McNicoll Avenue Childcare Program (MACCP) is pleased to provide you with this Parent's Handbook. We encourage all parents to take a few minutes to become familiar with its contents. In this handbook, we present our operating philosophy, program goals, various program descriptions, as well as a number of items, which we believe are important for you and your child to be aware of to get the most benefit from MACCP. Any updates to this Parent Handbook will be posted on our website which you can access at your convenience.

Program Statement
McNicoll Avenue Childcare is committed to following the Ministry Policy Statement on Program and Pedagogy as well as being committed to quality and collaboration to offer a stimulating and creative early learning environment that is designed to meet your child's physical, social, emotional, and intellectual needs.
A Minister's policy statement is a statement made by the Minister under the authority of the Childcare and Early Years Act (CCEYA) relating to the operation of childcare and early years programs and services and related matters. The Minister's policy statement on programming and pedagogy is intended to strengthen programs and ensure high-quality experiences that lead to positive outcomes for children in relation to learning, development, health, and well-being. MACCP's specific Program Statement is located below.

Our Philosophy: MACCP places an emphasis on the development of the child as a member of a group yet recognizes that each child is unique. It respects the individual differences in the social, emotional, intellectual, physical, and cultural backgrounds of our children and their families. MACCP is a childcare centre that values learning through play; we employ an emergent, child-centred curriculum that is inspired by children's emerging skills, interests, and natural curiosities. We believe that play is an active form of learning that unites the mind, body, and spirit; through it, children learn to express themselves, use their creativity, work together, as well as develop their imagination, dexterity, physical capability, cognition, and self-regulation. Play is an integral component to healthy brain development as it relieves stress, increases happiness, builds problem-solving and social skills, competencies, and supports a positive learning disposition. A strong foundation in the early years sets our children up for success, both in kindergarten and as lifelong learners.

By providing a warm, stimulating, play-based learning environment, children are encouraged to socialize as each individual child needs to play and learn at his/her own developmental level. Our schedules, expectations and routines are consistent and realistic.

Our Mission: To partner with parents in providing a diverse, nurturing, play-based learning environment that allows young children to develop at their own pace.

Our Core Values:
We value each and every child as unique.
We value our parents as partners.
We welcome diversity among our families, staff, and community.
We value qualified, trained and Registered Early Childhood Educators and caring support staff.
We value a play-based planned curriculum based on the child's needs, natural curiosity, and interests.
We value a safe, caring, reliable learning environment.

With this foundation, we embrace the elements noted in the Ministry Policy Statement on Programming and Pedagogy made under the Childcare and Early Years Act 2014 as follows:

Subsection 55(3) of the Childcare and Early Years Act (CCEYA) authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of childcare and early year's programmes and services in developing their programs and services.
This policy statement is made under such authority and names "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" as the document to be used for the purpose of guiding licensed childcare programs under subsection 55(3) of the CCEYA.
This policy statement, together with the regulations that guide program development, pedagogy, and practice in licensed childcare settings, is intended to strengthen the quality of programs and ensure high-quality experiences that lead to positive outcomes in relation to children's learning, development, health, and wellbeing.
The regulations made under the CCEYA also provide for the use of How Does Learning Happen? by licensed childcare programs. Section 46 of O. Reg 137/2015 (General) requires that, "Every Licensee shall have a program statement that is consistent with the Minister's Policy Statement on programming and pedagogy issued under subsection 55(3) of the Act and shall review the program statement at least annually for this purpose." Subsections 45(2) and (3) of the Regulation address the content of the licensee's program statement.
This policy statement shall be in effect until the day that it is rescinded or replaced.
Taken from http://www.edu.gov.on.ca/childcare/programCCEYA.pdf

"How Does Learning Happen? (HDLH)" promotes a shared understanding of children as competent, capable, and rich in potential. It sets out broad goals for children and expectations for programs organized around the four foundations of *Belonging*, *Well-being*, *Engagement* and *Expression*. *"How Does Learning Happen"* also describes pedagogical approaches to guide educators and administrators in considering how best to support children's learning and development.

The following program goals and approaches reflect our belief that all children are competent, capable, and curious individuals who demonstrate their personal ability to reach their unique potentials.

In following the Minister's Policy Statement, our goals are outlined using the following elements as listed in the CCEYA:

46. (3) The program statement shall describe the goals that guide the licensee's program for children at a childcare centre it operates or at a home childcare premises it oversees, and the approaches that will be implemented in the program to:
a) promote the health, safety, nutrition, and well-being of the children.
b) support positive and responsive interactions among the children, parents, childcare providers, and staff.
c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
d) foster the children's exploration, play and inquiry.
e) provide child-initiated and adult-supported experiences.
f) plan for and create positive learning environments and experiences in which each learning and development will be supported.

g) incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare.
h) foster the engagement of and ongoing communication with parents about the program and their children.
i) involve local community partners and allow those partners to support the children, their families, and staff.
j) support staff or others who interact with children at a childcare centre, in relation to continuous professional learning; and
k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

MACCP's GOALS and APPROACHES

a) Promote the health, safety and well-being of children, families, and educators

MACCP will promote children's overall health and well-being on a daily basis.

- Staff will interact with children in ways that encourage positive self-esteem, responsibility, independence & a sense of security and happiness.
- MACCP ensures that children receive nutritious meals/snacks that take into account any allergies or health issues. All meals, snacks & beverages meet the recommendations set out in the Health Canada document, "Canada's Food Guide." Food that can be brought into the center must be nut and peanut free, and labelled to identify the foods, in order to protect children that have allergies.
- Staff will perform daily observations of children at morning drop-off in order to detect possible symptoms of ill health. Children are monitored for symptoms of ill health and parents are informed promptly.
- Staff sign children in and out daily, arrival and departure times are recorded.
- Children are never left unattended.
- Adults having contact with children have a completed police reference check.
- Staff and any volunteers /students are trained in First Aid.

b) Support positive and responsive interactions between educators, children, and families

MACCP promotes positive and responsive interactions among children, parents, and staff.

- Staff interactions will be respectful and sensitive to family structure, culture, values, language, composition, and developmental abilities.
- Our interactions will be modelled to reflect the value we place on inclusion.
- MACCP will aim to foster each child's self-esteem, curiosity, exploration, play, inquiry, and ability to function harmoniously within the group.
- Children and families are greeted every morning and children experiencing separation anxiety are comforted, while respecting the child's cues.
- Children's emotions are acknowledged and respected by allowing choices and room for quiet reflection
- Families are encouraged to share in their traditions and celebrations by participating in our monthly enrichment program through, lending items or photos that reflect their ethnicity, reading a short story or sharing details about a cultural celebration with us.
- MACCP provides social events (Pancake Breakfast, Year-End Party etc.) and access to educational opportunities (AGM, parenting workshops, Lunch and Learn sessions, First Aid training etc.) for families and educators to build on positive relationships with one another.

Strategies to Support and Strengthen Positive Interactions

- Educators engage, observe, and listen to children (and their families) to build on their strengths through daily connections/communication.
- We encourage on going communication with parents and staff, to express thoughts and feeling about the program and the children in a respectful and responsible way.
- Parent tours and the orientation process provide an opportunity for families to understand MACCP's program and to ask questions/clarification on what is offered.
- Parents are welcome to choose a comfortable level of participation within the centre. As members of our non-profit centre, parents have the right to participate and vote at our Annual General Meeting. Opportunities exist to join the Board of Directors with varying degrees of commitment. Parents are encouraged to participate within our Program Enrichment, ranging from leading yoga classes to reading a favourite story to small or large groups within the classroom. Opportunities to join in on field trips, offering technical and computer help, playground upkeep, and general handyman/woman tasks as well as join in on family events and cultural celebrations create a sense of well-being and belonging.
- The daily schedule for each classroom, permits a wide variety of activities to address these opportunities for every child so that he/she will feel confident in exploring their learning environment.

c) Encourage and enable children to interact and communicate in a positive way and support their ability to self-regulate

MACCP supports the children in the development of their ability to communicate with others and develop long lasting strategies for self-control.

- Staff view all children as being competent, capable, curious, and rich in potential.
- Staff will help children respect the basic rights of others and build on their social skills, helping them to recognize, regulate and express emotions.
- Staff support children to resolve conflicts in a positive constructive manner.
- Staff use daily routines and group activities and mealtimes to encourage connections and provide opportunity for communication.
- Staff encourage communication between children, modeling listening strategies to support relationships.
- Children are encouraged to be aware of the effect of their actions on others.

d) Foster exploration and inquiry that is play based

Evidence from diverse fields of study tells us that when children are playing, they are learning

MACCP will foster children's exploration, play & inquiry daily within all of our learning environments. MACCP provides separate play spaces specifically arranged for each of our age groups. We have strategically planned the physical space in order to:

- Ensure that the environment provides comfort and meets children's needs related to rest, play, and nutrition.
- Support children's self-care skills and growing independence to promote a sense of competence by creating natural transition periods between activities and to allow for easy accessibility to the learning centres.
- Enabling children to have a voice in their decision making and choices so that they can take ownership of their choices and activities.
- Providing opportunities to learn how to manage their emotions effectively in a social environment so that it equips them with strategies to redirect their behavior and emotions in a positive direction.

- Arrange the physical environment so that there are stimulating ways to offer areas for exploratory learning.
- Children are encouraged to explore, play & ask questions.
- Children are provided with an environment that encourages their exploration & inquiry.
- Children will be offered opportunities for enjoyable, spontaneous, active play which will enhance their learning.
- Children will have a variety of opportunities to explore their world through play. When this natural activity is supported at our centre, the child's competence & capacity to be more self-regulated is optimized.

Supporting Healthy Development and Learning

- Environments are created that recognize children are individuals by documenting their learning.
- Providing quiet activities for children who do not sleep.
- Connecting with families to ensure environments and experiences reflect the child`s everyday life.

e) Provide both child initiated and adult supported experiences to foster development

MACCP will provide the children with experiences that are reflective of both the children's and adults' interest and choices.

- The staff will document their daily observations of the children & plan for play based learning opportunities which support the children's development of capacities/ skills while respecting their interests & choices.
- Staff will use observations to determine interests and plan learning opportunities in all developmental areas which are continuous & available to families. This is an approach that celebrates new ideas & supports the spontaneity of the developing child.
- Our staff expand the children's interests by adding materials, asking questions & scaffolding the children's learning by providing new challenges and ideas.
- Child initiated experiences can be seen through photo documentation on bulletin boards, and in each child's portfolio.
- Some emergent experiences are documented as they occur and posted.
- Child initiated play can be seen regularly as we observe how children use their environment.

Every MACCP staff should feel that they belong, and they are an integral and valuable contributor of our program. All staff deserves the opportunity to engage in meaningful work.

- Our weekly program plans are developed through observations of the children's interests and developmental progress and incorporate positive learning opportunities and experiences that allows for supported learning environment.
- Educators set up the environment to engage the child`s interest and curiosity.

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

MACCP will provide an environment in which learning is a rewarding and enjoyable experience, and where each child can develop to their potential at an individual pace.

- The children's learning environment will be reflective of the children within it. It will be set up to ensure that children are provided with an environment that is safe, fun and encourages children's individual development.

- The daily schedule permits a wide variety of activities to address these opportunities for every child so that he/she will feel confident in exploring the learning environment.
- A minimum of one observation per child per week is recorded to provide a basis for programming that is meaningful.
- Daily Classroom observations help educators to find meaning in what children do and explore ways to engage them.
- Planned activities support social, emotional, physical, creative, cognitive and language development.
- Staff use ELECT as a tool to understand the sequence of development and to plan for children`s learning and document their progress.

g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give consideration to the individual needs of the children receiving childcare

Children are provided with a learning environment that incorporates indoor and outdoor play. Also, opportunities for active play, rest and quiet are offered daily to ensure that the individual needs of each child are being met

- Children will be provided with learning experiences that encourage them to explore different development domains and will be made available to them at all times of the day.
- Programming will support children's self-care skills and growing independence to promote a sense of competence by creating natural transition periods between activities and to allow for easy accessibility to the learning centres.
- Through each room set up/arrangement, we ensure that the environment provides comfort and meets children's needs related to rest, play and nutrition.

h) Foster the engagement of the ongoing communication with parents about the program and their children

Ongoing and open communication with families is a priority at our centre. We recognize that families are the primary caretakers and a child's best teacher. We also recognize that our educators play a key role in supporting families by caring for their children and augmenting their children's growth, development, and well-being in a comfortable, home-like, safe, and secure environment. Ensuring that we stay actively engaged with the parents is vital to the holistic approach to children's learning. We develop opportunities for parent participation and program engagement in their child's learning environment so that it develops personal growth, confidence in parenting and service to others.

- Family involvement is welcomed as we believe that strong partnerships with families strengthen the children's opportunities for learning and development.
- We value the importance of fostering the engagement of ongoing communication with families about the program and their children. This is achieved through daily charts and our online communication app, newsletters, family events, etc.
- A shared view of families as competent and capable, curious, and rich in experience informs our relationship with families and has a significant impact on children.
- Ongoing photo displays provide families with a sense of involvement and belonging.
- Educators engage in daily communication with families through verbal engagement as well as through our communication app.
- Newsletters are used to share information about events and other information.

- Parents are encouraged to participate in their child's own classroom through monthly enrichment segments.
- Upon registration parents are invited to list areas in which they would enjoy participating as volunteers such as field trips, handyman/woman (minor fix-it) jobs, provide food/baking for special events, help with computers, special events, playground upkeep, possible audio/visual/technical support, or in a more formal role by joining the Board of Directors.

i) Involve local community partners and allow those partners to support the children, their families, and the staff

MACCP promotes the involvement of the local community to further develop and support the learning of the children, families, and staff. Opportunities to engage with people, places, and the natural world in the local environment help children, families and educators, and communities build connections.

- Local community specialists/visitors are brought into the centre from time to time, to offer programming which enhances learning in a variety of areas such as dance, art, music etc.
- Parent workshops are booked according to the needs of the group
- Parents are encouraged to visit EarlyOn programming/ parenting workshops on occasions.
- Visits from professionals in the local community i.e., Dental hygienists and nutritionists, Toronto Public Health workers, Speech and Language therapists, and ongoing resources will be available to parents.
- Local community workers are invited to visit from time to time such as Firefighters, Police, Ambulance to name a few.

j) Strengthen the capacity of educators to collaborate effectively with children, families, and their colleagues through the provision of ongoing opportunities for continuous professional learning

MACCP will provide and encourage professional development opportunities to our staff, on an ongoing basis. We support our staff by seeking out continuous professional learning opportunities and by considering opportunities presented to us.

We believe our staff are knowledgeable, caring, resourceful and they too bring diverse social, cultural, and linguistic perspectives. Educators are lifelong learners. Our staff are rich in experiences, competent and capable individuals that collaborate with each other to create engaging environments and experiences. When educators engage in continuous learning and questioning, exploring new ideas and adjusting practices, they achieve the best outcomes for children, families, and themselves.

- Educators are provided with learning opportunities by participating in workshops, staff meetings, City of Toronto ongoing quality assessment training and collaborating with other educators.
- Educators are provided with resources that promote and support children`s learning.
- Educators establish goals in conjunction with the Director during evaluations.
- Educators are provided with planning time away from the children.

k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

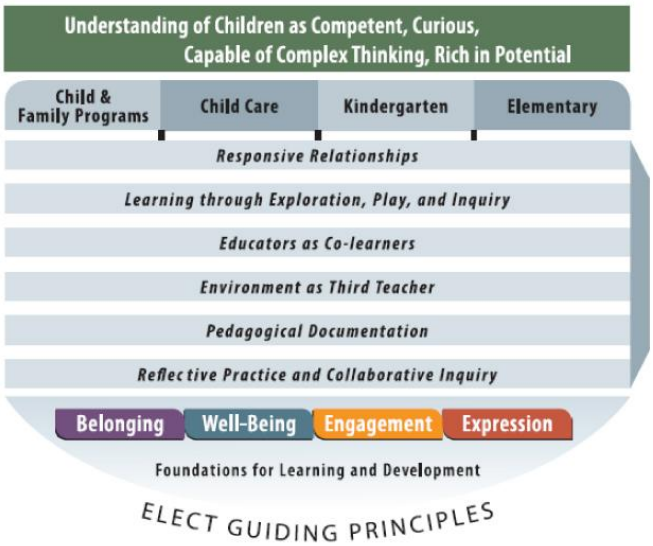
Documentation is used as a pillar of the learning process of children, families, and staff.

- A variety of different types of documentation will be used to ensure that the goals of the centre are reflective of the learning process of the children, staff, and parents.
- Continuous communication opportunities will be offered to review and reflect the impact on the goals of the centre.

- Feedback will be collected via exit surveys for both staff and families, documentation, and centre meetings (Board meetings, staff meetings, and Team meetings).
- The Board of Directors will review the impact and implementation of our statement on the children, their families, and our community from time to time.
- The Program Statement will be modified as new strategies and ideas are incorporated and updated
- The Director will be able to re-evaluate The Program Statement though exit interview surveys, staff meeting and through building positive relationships with families, the children, and our community to encourage dialog.
- Educators will be able to re-evaluate and revisit The Program Statement during staff /Team meetings when applicable.

MACCP's Program Statement is reviewed annually with all educators/staff or at such time the Program Statement is modified. Staff, students, and volunteers review the Program Statement prior to interacting with the children.

MACCP Statement Summary:
Our curriculum is consistent in approach with the document "How Does Learning Happen?" - Ontario's Pedagogy for the Early Years. The core and supporting principles of MACCP mirror the Early Learning for Every Child Today (ELECT) guiding principles (as per diagram below, extracted from "How Does Learning Happen?"- Ontario's Pedagogy for the Early Years). Our pedagogical approach requires educators to be play partners, architects of the playscape, planners, recorders, and communicators.



Programs
McNicoll Avenue Childcare Program accepts children from newborn to 4 years of age. We offer Infant, Toddler and Preschool Programs. We will do our utmost to advance your child to the next program at the appropriate time, yet there are no guarantees of availability of space. In the event there is no space available in the next program, your child may need to remain in his/her present program until one becomes available, typically up to a maximum of 2 months beyond your child's age of graduation. Therefore, the fee for that program will still be applicable. If no space has become available, the centre will provide one month's written notice to allow you to find care elsewhere.

These programs run from September to the middle of August. We are closed for the last two full weeks in August. The reason for the closure is for the classrooms to be cleaned and disinfected by the janitorial staff. The operating hours for the above programs are from 7:30 am to 6:00 pm, Monday to Friday. We may be able to, although rarely, offer a part-time program option if parents can find a match (age and shared days) to share a full-time space.

Infant Program

Our infant classroom has a licensed capacity of 10 children with 3 classroom teachers. In the infant program, we focus on warm, responsive interactions between children and staff, and creating a positive transition into the world of childcare! This classroom has a more flexible schedule and 1:3 ratio which supports each child at their different developmental stages. We focus on creating a program that satisfies the children's emotional needs, provides space for the children to learn and grow, and exposes them to a variety of age-appropriate materials and experiences to facilitate their development. By one year old, the children are gently transitioned to a more predictable schedule in preparation for the toddler program.

Toddler Program

Our toddler classroom has a licensed capacity of 15 children with 3 classroom teachers. In the toddler program, we focus on providing the children with a rich, interesting environment that the children can explore holistically with their mind, body, and senses. We encourage children's feelings of competence by giving them increasing opportunities to experiment and solve problems, and build social skills by modelling empathy and positive, respectful interactions. Outdoors, our curriculum provides ample space for children to test their physical limits through various opportunities to run, ride, climb, roll, and jump!

Preschool Program

Our pre-kindergarten classroom has a licensed capacity for 24 children with 3 classroom teachers; the program seeks to provide your child with the necessary skills to begin their school journey, as they must withdraw when it is time to enter Junior Kindergarten. We foster curiosity and excitement in learning by providing a rich variety of learning opportunities that promote creative expression, inquiry, collaboration, and communication. Cultivating positive social skills is a priority in this program and is a foundational skill for a smooth transition into primary and beyond. The pre-kindergarten program introduces children to an educational program which includes a variety of activities that focus on language, mathematics, science, art, music, drama, and physical education.

Program Requirements regarding Active Play, Outdoor play, Rest and Sleep

- The Infant and Toddler groups are separated from the Preschool group during active indoor and outdoor play periods; and
- Each child in our care spends time outdoors for at least 2 hours each day, weather permitting.
- Each child in the Toddler and Preschool group has a rest period not exceeding 2 hours in length; and is permitted to sleep, rest, or engage in quiet activities based on the child's needs.

As Infants sleep in a separate sleep room area, staff will follow and document Safe Sleep Supervision practices for each individual Infant.

Management

McNicoll Avenue Childcare Program (MACCP) was formed in 1985 as a non-profit, community-based childcare centre located in McNicoll Avenue Public School. MACCP is a former tenant of the Toronto District School

Board (TDSB) and is located on former school property, now owned by the Province of Ontario's Ministry of Infrastructure Ontario (IO). MACCP is committed to providing high quality childcare and offers programs that provide a unique opportunity for the children to develop skills in social, physical, emotional, cognitive, and creative areas. The program components strive to meet the needs of each child and to create an atmosphere that fosters cooperation and responsibility. MACCP is operated by a team of Early Childhood Educators and caring Assistant Teachers and is governed by a volunteer Board of Directors comprised of parents, the Executive Director and community members. The Board meets once a month to review the past month's business and make plans for the future. This process ensures that the objectives of the program are being met, as well as giving the Board and Executive Director an opportunity to discuss matters of concern.

Board Members usually serve a two (2) year term. They are elected from parents of children in the programs and community members. Elections are held at the Annual General Meeting. The officers of the Board include a President, Vice President, Secretary and Treasurer. Parents are also welcome to join as committee members.

Staff

MACCP is staffed with qualified teachers trained in Early Childhood Education. Child CPR and First Aid training is reviewed annually. Professional development is provided for the staff throughout the year. Our staff has experience in, and knowledge of proper guidance methods suited to the ages of the children in the program.

We provide appropriate pupil-teacher ratios, specific to the ages that we serve. We also provide a field placement setting for a number of students enrolled in Early Childhood Education at Community Colleges in the Toronto area. As per our Volunteer and Student Supervision Policy, volunteers and students do not have unsupervised access to children.

Parental Involvement

Parental involvement is a key ingredient in maintaining the quality of the McNicoll Avenue Childcare Program. We always strive for a dynamic, interactive, open environment where staff can support families in raising happy, healthy, curious, and motivated children. We welcome parental participation and involvement at all times. Parents must annually sign off on the Volunteer Policy prior to participating in any field trips. Only employees will have direct unsupervised access to children. Volunteers and students being supervised by an employee will not be counted in the staffing ratios and are never left alone with the children. No child is supervised by a person under 18 years of age.

MACCP depends on the contribution of time and talents of parents and volunteers. Parents are welcome to serve on the Board of Directors, as committee members or to attend Board meetings. Information on inspections, programs, fees, menus, staff names, dates and times of Board Meetings and other items of interest are available on the Parent Information Board. Parents are welcome to participate as part of our ongoing Monthly Enrichment Program by offering to come into the classrooms to read a story, help plant, help bake, do yoga, play music etc. Please speak to the Director or your child's teacher to arrange a time convenient for you and the teachers.

Parents are expected to:

- read the organization's By-laws (found on the Parent Information Board)
- to attend the Annual General Meeting (3rd Monday of October)
- to be considered for nomination to the Board of Directors or to become committee members

Any parent's concerns and suggestions are welcome throughout the year.

Scheduled Holidays

MACCP closes on the following statutory holidays **plus one extra day between Christmas and New Year's Day.** The MACCP Board will determine this day in November. We will close early in the afternoon on the last working day before Christmas Day and New Year's Day. You will be informed in advance of the exact time of closure. We reserve the right to close for alternate days, or emergency situations should it be warranted.

MACCP is closed on:

Labour Day	Boxing Day	Good Friday	Canada Day
Thanksgiving Day	New Year's Day	**Easter Monday**	Civic Day
Christmas Day	Family Day	Victoria Day	

No reduction in fees will be made for absences due to illness, vacations, statutory holidays, or unforeseen closure.

Centre Closures:

a) Closure due to any job action or strike:

No changes are expected and MACCP will continue their regular hours of operation.

b) Closure due to Health and Safety or other circumstances:

Due to unforeseen circumstances, MACCP may be required to close for health or safety reasons (i.e., Illness outbreak, fire, flood, etc.). No reduction in fees will be made for any unforeseen or early closures.

c) Closures Due to Weather Conditions:

Prior to Opening:

- If the City declares all Toronto childcare centres to be closed OR if TDSB declares all Toronto schools to be closed, then MACCP will not open on the specified day. This will be announced in the media and/or if it is only TDSB schools, it will be on their website: www.tdsb.on.ca as well as announced on the local media.
- If possible, the Centre's phone message will be changed to reflect the current status of the closure and will be updated, as necessary. If possible, an email will also be sent out to current families with updated information.

Early Closure:

- If the TDSB determines that schools within our area must close early due to severe weather conditions, MACCP will advise parents to make arrangements to pick up their child(ren) earlier than usual.
- Under any of the above circumstances, if the closure of MACCP is expected to exceed five working days, if possible, every effort will be made to move the Centre to a suitable alternate location, based on the assistance provided by the Ministry of Education and Toronto Children's Services.

All decisions regarding MACCP closure will be made at the discretion of the Executive Director, Board of

Directors, and other tenants of the building, taking into consideration the safety and health of the children. This will be communicated to parents with as much notice as possible. Again, no reduction in fees will be made for any unforeseen or early closures.

Canada-Wide Early Learning and Child Care (CWELCC)
MACCP is currently enrolled in the Canada-Wide Early Learning and Child Care Agreement. To support continued savings on childcare fees for families (both full fee and subsidized), the centre follows the guidelines and requirements set out by the Ministry of Education with regards to current and any future reductions to MACCP's frozen 2022 rate of fees.

Fees
MACCP is a non-profit organization, we strive to ensure that the Centre continues to be a viable organization with sufficient resources to maintain and where possible, improve our programs.
The program fees were historically set by the Board of Directors and reviewed annually but are currently set by the Province of Ontario through CWELCC. The parents are responsible for paying the full monthly fee unless parents receive a fee subsidy from the Toronto Children's Services Division.

Parents will be notified one month in advance of any upcoming changes to the fees for the coming calendar year. The registration package with completed information and confirmed sign up on our online communication app (Lillio) must be submitted to MACCP prior to the date of admission.

If parents receive a fee subsidy, the monthly fee is based upon the assessed daily fee contribution. Such parents are responsible for fulfilling all the necessary requirements of the Children's Services Division to maintain the subsidy. If the parents become ineligible for subsidy, the parents are responsible for paying the full monthly fee.

Fees are not charged during the annual 2-week (10-day) summer closure in August. As the closure is not included in the monthly fees, the fees for August are pro-rated to the daily rate minus the 10 days.

Absenteeism
Toronto Children's Services currently allows up to 50 days absence per year, but only 20 days in succession for all subsidized clients. If subsidized parents exceed the allotted days, the full fee daily rate must be paid to the centre upon each day of absence. Whenever possible this full fee daily rate must be paid in advance of the intended absence(s). Failure to pay will ultimately result in the termination of care.

Security Deposit
Upon initial registration, parents pay 10 days full fee security deposit per child. Security Deposit for subsidized families will be 10 days of their assessed daily fee per child. Should a parent decide not to enroll prior to starting, the security deposit is **non-refundable**, regardless of the circumstance or length of notice.
The security deposit will be refunded by cheque within 30 days, when your child is enrolled in care with us, **and** the centre receives one full month's notice of your intended withdrawal in writing, and any outstanding fees have been paid in full.

Fee payments:
Tuition payments are due on the 1st day of each month for that month.
MACCP processes tuition payments via direct withdrawal from a bank account (e-transfer) through the Lillio

app. There is a small electronic transaction fee (EFT) charged to you per transaction. This fee is **not** included in the tax receipt summary, as it is not part of the tuition.

Prior to your child's start date, families will receive an email from Lillio to help them set up their payments in the "invoicing" section of their app.

It is preferred that all families turn on the automatic payment to guarantee your tuition is paid on time.

If your child is subsidized, an individualized plan will be created for your family.

Recurring online automatic payments - how they work:
You will receive an invoice in Lillio a few days prior to the payment due date. If you have any questions or concerns about the amount, please contact the Executive Director prior to the payment due date so we can make adjustments if necessary.
Your tuition fee will automatically be charged to your bank account within 1-2 business days of your payment coming due. Please make sure you have sufficient funds before your payment comes due.
Insufficient funds (NSF) will incur an automatic NSF charge of $30.00 for the NSF notice. These charges will be added to your next invoice, or if it is your final payment, it will be deducted from your deposit.

Fee payment schedule:
Monthly invoices will be sent electronically through the app to the parents' email and payments are due on the first day of each month, when the invoice is received.

Refunds or Credits:
Any refunds or credits due to fee changes will be applied to the next invoice. If the family is withdrawing and has given a minimum of one month's written notice, or the credit is higher than the monthly fee, refunds will be provided by cheque within 30 days.

Should a parent decide not to enroll prior to starting, the security deposit is **non-refundable**, regardless of the circumstance and amount of notice given.

The security deposit will be refunded by cheque within 30 days after the date of withdrawal, as long as your child has been in care with us, **and** the centre receives one full month's notice of your intended withdrawal in writing, and any outstanding fees have been paid in full.

No refunds for pre-paid or unused tuition will be issued if the centre does not receive one full month's notice of withdrawal in advance.

Late Fees
Departure:
Children must be picked up no later than 6:00 pm, or late fees will be applied.

Late fees are incurred when a child is at the centre after 6:00 pm, according to the designated clock in the classroom. The date, time of late pick up, parent and staff signatures will be recorded in the Late Fee book.

It is not acceptable for parents to be repeatedly late, as it is not fair to the child or to the staff. The Executive Director will monitor frequent late pickups, and further action may be taken to ensure that the child is picked up by the end of the program in the future. Subsequent breaches of this provision are a cause for termination of the Parent's contract.

Procedure:

1. Parents must pick up their children by 6:00 pm. If a child remains in the centre after 6:00 pm, a late fee of $1.00 per minute per child is strictly enforced. At 6:00 p.m. the Centre will call the child's home, parents' work, and/or emergency contacts. Parents are expected to keep the Centre appraised of efforts to pick up the child. The late charge is to be payable directly to the staff on duty within 24 hours. A parent's signature noting the time of pick-up and initialed by the staff is required.
2. If the child has not been picked up by 7:00 pm and the Centre has not heard from the parents, Children's Aid will be contacted.
3. The Centre administration continues to reserve the right to make decisions around the late policy due to unforeseen events such as inclement weather. These decisions will be final.

Parents in disagreement with decisions made by the Executive Director regarding late fees may appeal against the matter to the Board of Directors in writing. Upon receipt of the letter, a member of the Board will contact the parent to resolve the issue. Again, these decisions are also final.

Tax Receipts

A tax receipt will be issued for childcare fees paid within a calendar year. The receipt will be sent to you via the Lillio app, by the end of February of the following year. Families that have withdrawn within that year will receive the tax receipt via email.

A reminder that the **EFT charges** and **security deposit** (that will be returned to you upon withdrawal, as per policy) are **NOT** included on the annual tax receipt.

Admission / Enrollment / Wait List

Parents who have a child enrolled in McNicoll Avenue Childcare Program (MACCP) will be asked to complete re-registration documents when transitioning to the next classroom. This consists of an updated Parent Contract, a new Emergency Contact card and a Classroom Registration Information form. If a parent does not re-register during the allotted time frame, it will be assumed that care is not required, and the Executive Director will refer to the waiting list. If a child will not be returning to care, one month's signed, written notice of the intended date of withdrawal is required.

No child or family will be discriminated against on the basis of race, language, culture, sex, or sexual orientation.

The Executive Director will arrange an orientation with each new family enrolling a child in the Centre, explaining the philosophy of the Centre, reviewing the policies, introducing the program and staff, and outlining the opportunities of becoming a member of the Board of Directors.

At the time of registration, the parent must submit payment for the security deposit to secure the vacancy offered, through our online communication app. An invoice will be sent electronically through the app to one

parent's email, and payments are due when the invoice is received.
Fees are invoiced on the 1st day of each month, beginning with the month the child starts and will continue each month until the child is withdrawn from the centre.

Parents with children presently enrolled in the Centre will not be expected to participate in an additional orientation session with the Executive Director. When a child is transitioning to the next classroom, parents are encouraged to be available to meet the child's new teachers and ask any questions at that time, to enable a smooth transition. Also, all parents must sign the Parent Contract and any relevant policies required by the Centre.

Upon enrollment, parents must have completed all registration forms, children's medical information, permission forms, emergency information, and emergency contact information for our files.

Priorities of Space
Admission of new children to the Centre is determined by the Executive Director, based on the Centre's capacity, the ages/graduation dates of the current children within the program and on the centre's waiting list. Priority admission will be given to siblings and returning families whenever possible.

Part Time Spaces
MACCP operates full-time childcare programs. It is licensed and staffed based on full-time enrolment.
It has been our policy to accept part time arrangements only where parents can find a "match" that fills a full week's attendance at the Program. The Program accepts these arrangements with the following conditions:

a) Matches must provide full-time attendance in a given program. Only matches of two (2) days with three (3) days are permitted
b) No day switching is permitted unless it is mutually agreed upon by both of the families. The parents must make switching arrangements. It is not the responsibility of MACCP Staff to undertake such a negotiation on your behalf
c) The onus is on the parent to find a match whenever the other party to their matching arrangements moves or no longer requires the same type of childcare. If a suitable "match" cannot be found, the parent's choice is to revert to a full-time childcare arrangement
d) However, if current enrolment allows, MACCP is prepared to accept a child on a part-time basis without a match, until the space is needed by an incoming child on a full-time basis

Wait List

- New names will be added to the wait list according to the date that they are received. The wait list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it but allows the position of a child on the list to be ascertained by the affected people.
- Parents will be contacted when space becomes available according to their requests on the registration form. They are requested to complete the registration procedures at the designated time. Failure to do so may result in their child's name being put back to the bottom of the wait list.
- Children's sequence on the wait list may change according to our Admission and Enrollment Policy.
- There is no fee charged to be placed on the wait list.

Orientation
When registration has been completed, one of the parents is invited to come with his/her child and spend time in the child's classroom. They may visit one hour per day up to 5 days prior to the child's official starting

date. The purpose of this visit is to provide parents and children with an opportunity to become familiar with the staff and the new environment. This process will help the parents and children towards an easier transition.

Withdrawal

In the event of the withdrawal of a child from MACCP, the parents must give **a minimum of one month's written notice** to the Executive Director. The security deposit will be returned on the child's last day of care as long as the proper notice period has been received and there are no outstanding fees.

If subsidized, include your client file number and your last day you require childcare. Subsidized families must also inform Toronto Children's Services in advance of the intended date of withdrawal. The subsidized child must be in care on their last day. If absent on their last day of care, full fees will be charged each day from the last day of attendance to the withdrawal date.

Termination

McNicoll Avenue Childcare Program reserves the right to terminate the parent's contract should the program be unable to meet a child's special needs. The staff will follow the following procedure:

1. Discussions with parent(s)/guardian(s) and Executive Director to:
    a. Identify the difficulty and reasons for it.
    b. Discuss implications for the child.
    c. Explain and discuss together ways of involving Community Resources (i.e., Early Childhood Education Consultant, Family doctor, Resource Consultant, Speech Therapist or Lumenus....)
    d. Record the consensus of the discussions and have all party's sign.
2. Executive Director reports a situation to the Board of Directors, honoring the confidentiality for the family, with recommendations.
3. Establish a trial period for the suggested actions.
4. Follow through with the action items of discussions.
5. Further discussions with parent(s) guardian(s), centre staff and agencies, wherein the results are again committed to in writing and signed by all parties.
6. If the centre's staff determine that the child cannot be accommodated in the program, and recommend withdrawal to the Board of Directors, parent(s)/guardian(s) will be notified and invited to attend a meeting of the Board of Directors in order to put their position forward.
7. If parent(s)/guardian(s) do(es) not attend the meeting, or if after attending, the Board decides that it is in the best interest of the child that he/she be withdrawn from the program, the withdrawal will be effective two weeks from the date of the meeting.
8. If a child is asked to leave or denied admission due to the centre's inability to accommodate the child's needs or family circumstances, our Children's Services Consultant will be notified, and the family may be offered referral (if applicable) to other services.

Safe Arrival and Departure Policy

Revised December 2023 re: Implementation of CCEYA Regulatory Changes memo Nov 2023 - Approved by Board December 18, 2023

McNicoll Avenue Childcare Program (MACCP) has important policies concerning the arrival and departure of

children receiving care. These policies are integral to our program operations, in that we have an overriding concern for the security and well-being of our children while they are in our care. This policy includes what steps to be taken **when a child does not arrive** at the childcare centre as expected, as well as steps to follow to ensure the **safe departure** of children.

MACCP opens at 7:30 a.m. Children will not be accepted earlier by Staff members on duty due to strict licensing and insurance regulations.

We suggest parents establish fixed hours to drop off and pick up their child as children develop a sense of security through regular routines.

When bringing their child to MACCP, parents are expected to bring their child(ren) to their cubby area to remove outer clothing as required and place them in the child's cubby. Parents are asked to take their child to the washroom to wash hands (and for Preschoolers - to use the toilet) prior to taking them to their classroom.

Parents must be sure that the child(ren) is/are under the supervision of the teachers before leaving the premises. The Staff will sign the child(ren) In and Out each day. Should a child be sick or arrive late, parents are asked to notify the Centre before 10:00 a.m. as this will trigger the implementation of the following Safe Arrival and Departure Policy procedures.

In the interest of MACCP's security and the children's safety, the following policies must be followed by all parents and guardians:

- The parent is responsible for ensuring that his/her child is delivered directly to the Staff member on duty and to give the staff any relevant information concerning your child's well-being **upon arrival**.
- Come to the Centre by 10:00 a.m. in order for your child to benefit fully from the programs.
- Inform the centre (**call or email) by 10:00 a.m.** if your child will be arriving **late**, **sick** or will be **absent** for other reasons. If a child is absent due to illness, the staff must be informed what that illness is, as required by Public Health.
- Any change in the names of people who are authorized to pick up your child from the program must be submitted **in writing**.
- An authorized individual must be 16 years of age or older (14 years of age or older if the escort is a sibling with written documentation). Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Children will be dismissed only with persons who are specified in the registration forms or unless a Staff member is notified in writing by the parent that day.
- If a designated person, who is not on the pick-up authorization form, will be picking up a child, the Centre must receive written confirmation from the parent/guardian giving them permission to release the child with that person. The person will be required to provide picture ID upon arrival for pick-up.

Please ensure that you read and understand the following policies:

PROCEDURES:

Accepting a child into care:

- The person dropping off the child shall ensure that the child is taken directly to a staff member. The staff must be able to greet and acknowledge you and your child's arrival and sign the child in on the classroom attendance record.
- You cannot leave your child in the classroom or hallway before 7:30 a.m. when there is no staff on duty. MACCP assumes absolutely no responsibility or liability for children left in the centre prior to the opening at 7:30 a.m.
- Please inform the staff member at drop off, if there will be any changes to your child's pick-up procedure that day.
- If you indicate that someone other than the child's parent will be picking up, the staff must confirm that the person is listed on the child's Emergency card **before you leave**. If the individual is not listed, you must provide **authorization for pick-up in writing** (e.g., written note or email).
- Staff are to document the change in pick-up procedure in the classroom daily written record (logbook).

Where a child has not arrived in care as expected:

1. Where a child does not arrive at the centre **by 10:00 a.m.** and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, emailed, or advised the closing staff at pick-up), the **staff** in the classroom must:
   - Send a message to the family (via email or through our online communication app)
   - If no response is received, staff will inform the Director/office admin support **by 10:30 a.m.** and she must commence contacting the child's parent/guardian via the online app/email/phone call.
   - If staff are not able to reach anyone using the above methods, the Emergency contacts will be notified that the child is absent without any communication from the parents to ask for their help in reaching the parents.
   - Staff must contact at least once and leave a message and making note of this in the classroom logbook.
   - Should there still not be any response, staff will contact CAS or the police.
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 (logbook) and the reason marked on the online app (sick, vacation, home day etc.).

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 childcare 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 the 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 by 6:00 p.m. program staff will call the parent, advising that the child is still in care and has not been picked up.
   - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized emergency contact 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 emergency contact individual who was to pick up the child, the staff shall contact the remaining emergency contacts at 6:00 p.m. 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 6:00 p.m., two (2) staff shall remain to ensure that the child is supervised, while they await the child's pick-up.
2. One member of staff shall stay with the child, while a second member of 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 contact the remaining authorized emergency contact individuals 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 by 7:00 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) [Toronto Children's Aid: 416-924-4646]. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures:

Staff will only dismiss children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to unauthorized adults. Staff will not allow any child to leave the centre by releasing them into a situation which they deem may compromise a child's safety.

Authorized Pick Ups:
Only those people listed on the registration form are allowed to pick up a child. The parent must phone the Centre **and** send a signed note of consent with that person, or send an email to the classroom, if someone other than those authorized will be picking up the child. The person will be required to show picture identification.

It is the policy of the Centre to have any legal Custody and Access documents on file to provide information on

Divorce/Separation/Guardianship rights of a child. A copy of the legally enforceable Divorce/Separation/Guardianship agreement or Court Order must be on file in order to be enforced.

Parents' instruction, requests, or direction to limit or deny access or custody cannot be met unless accompanied by a legal document which outlines custody and access information. Unless this is in place, the Centre Staff cannot limit access or custody to a parent/guardian.

If a legal document is on file, and a parent or guardian arrives to pick up the child when it is not her/his legal time, the Centre will NOT release the child to this person. As with any unauthorized person who arrives to see or pick up a child, the Centre will check with the custodial parent, and/or call the Police if the situation warrants it.

It is imperative that the child's best interest and safety be met first and foremost. The child's physical and emotional safety is a priority and must be attended to immediately.

During access times, the parent who is entitled to pick up his/her child may appoint an alternate to do so by providing the full name, contact information and relationship, in writing, to the Centre Staff. This note must be signed and dated by the parent. The person designated to pick up the child must be prepared to provide photo identification.

It is the parents' responsibility to ensure relevant pick-up and drop-off information is updated and provided to the Centre, in writing, in order for it to be enforced.

Procedure if an Unauthorized Person comes to pick up a child:

- A Staff member will speak to the person and determine why they are on the premises
- The Executive Director or designate will be notified of the situation if the unauthorized person insists on picking up or seeing the child and no permission/exemption has been granted by the custodial parent
- The Executive Director or designate will come to speak to the person in question while the Staff member takes the child away from the situation to ensure safety. This may mean that the child is taken to another area of the building or that the child and Staff member lock the office door to ensure safety. A Staff member will stay with the child and remain calm
- Another Staff member will call the custodial parent to advise of the situation
- If the unauthorized person becomes agitated; or the safety of the child, other children or Staff is in question, the Executive Director or designate will call 911 immediately
- If safety is not an issue, but the unauthorized person refuses to leave or continues to insist on seeing the child, the Police will be called by the Executive Director or designate
- Other Centre Staff will continue to supervise the remaining children at the Centre and wait for additional information or back-up. It is imperative that the children and parents are kept as calm as possible until the problem is resolved
- The Executive Director or designate will fill out a report and advise the Board President of the situation

Health Related Matters

This section describes the policies and procedures regarding general health related policies and procedures followed by the MACCP. We ask parents to review and understand the following section, respecting the items

mentioned, as good health is an important condition for all children in the programs to fully enjoy their time at the centre.

Routine Practices

McNicoll Avenue Childcare Program (MACCP) promotes the use of Routine Practices as an effective method of infection control. Routine Practices for infection control will be taught to and used by all Board of Director members, staff members, Placement Students, Volunteers, children, and family members. Routine Practices for infection control include:

- Regular hand washing
- Use of disposable, waterproof, latex gloves when blood is or may be present AND for all diapering of children
- Proper sanitizing and disposal measures
- Proper hygiene measure for food preparation and sharing of personal articles (i.e., combs/brushes)
- Quick cleaning of contaminated surfaces

It will always be assumed that each person is potentially infected with a communicable disease and Routine Practices for infection control should always be used.
Staff will follow the posted procedures as outlined by Public Health for dealing with urine, vomit, blood, and body fluids.

Gloves

- Staff will ensure that disposable gloves are used when dealing with any blood or bodily fluids. When removing gloves, staff will ensure that gloves are removed to avoid contamination. Staff will use their gloved hand to remove one glove, turning the glove inside out as it is being removed. Using the inside of the glove to protect the hand, the staff will remove the second glove and dispose of both gloves immediately. Gloves are to be task-specific and single-use only.
- Should a Board of Director member, Placement Student, child, or family member be observed as not having used Routine Practices when they are called for, s/he must be made aware immediately by the observer.

Illness

For everyone's benefit, sick children will not be admitted to the centre. The parent will not knowingly bring the child to the centre if the child has any communicable disease (chicken pox, pink eye, unidentified rash, etc.) or shows any signs of fever, diarrhea or vomiting within the last 24 hours.

Parent Responsibility:

1. Phone or Message the Centre to inform the staff that the child will be absent and the reason for the absence.
2. Keep your child at home if s/he is still suffering within 24 hours of having a fever (38C/100.4 F), complicated cold or flu symptoms (green mucus, heavily phlegm-congested coughing, excessive discomfort, or lethargy). Currently children are to be excluded for 48 hours after they last vomited or had diarrhea. Any rash must be seen by a doctor with a doctor's note indicating that the rash is not contagious.
3. Return your child to the Centre only when s/he is fever-free and symptom-free without the aid of fever-reducers or other medications for one full day (24 hours) and is able to fully participate in all Centre activities (indoor and outdoor).

4. Allow the Centre's staff to ascertain the health of your child prior to re-admission to the Centre.
5. If notified that your child has become ill during the course of the day, it is the parent's responsibility to remove the child from the Centre **within one hour** of the time of the call. If the child is not picked up within the hour, the Executive Director will report the occurrence to the Board of Directors for review and consideration of action, ranging from a warning to termination, in the opinion of the Board. If there is no response from the parent or emergency contact within a reasonable period of time, the centre will take appropriate action to ensure the health of the child. In the event of an accident or other medical emergency the parent acknowledges having signed the medical release form authorizing the centre to obtain immediate medical assistance for the child.
6. Notify the Centre if your child has a contagious disease (such as measles, mumps, chicken pox, hepatitis, meningitis, head lice).

Children who have been sent home the previous day(s) will only be re-admitted to the Centre if the child is 24 hours symptom free (**48 hours** for vomiting/diarrhea). This includes, but is not limited to, instances of head lice.

Centre's Responsibility:

1. To assure the health of all the children and staff of the Centre. One of the keyways to reduce the spread of infectious diseases is to confirm that a child returns to the Centre only when she or he is symptom-free. Staff are required to take a child's temperature upon return to the Centre after an illness-related absence and have the right to refuse re-admission until the child is deemed to be symptom- free by the staff (and notwithstanding authorization from a medical professional).
2. To notify parents as soon as a child is exhibiting symptoms of illness and/or illness related discomfort while in the care of the Centre (e.g., fever, extreme lethargy, rash, etc.). A child should be excluded if the illness prevents the child from participating in program activities, which results in greater need for care than the staff can provide or has an infectious disease. Please refer to the Toronto Public Health guidelines for common communicable diseases (attached).
3. To notify the emergency contact of the child if the parent does not return the emergency call after one hour. The guardian is then expected to pick up the child immediately upon receiving the call.
4. To remove the child from interactions with other children until the child is picked up by a parent or designated guardian.
5. To post a notice of any contagious disease as required by the CCEYA (Childcare Early Years Act).

The centre must be provided with a copy of your child's up-to-date immunization record, be informed of any health concerns and their history of communicable diseases and be made aware of any allergies your child may have.

Allergies and Anaphylaxis

Parents must report to the staff in writing if their child has any allergies or an allergy that requires the administration of an autoinjector. i.e., allergies to food, insect sting, latex, or medications, including whether your child is at risk of anaphylaxis or asthma. If your child has a life-threatening allergy, we will need written and specific details of your child's allergy and symptoms of an allergic reaction from a medical practitioner including a prescribed epinephrine auto-injector. If your child requires an autoinjector due to a severe allergy, it must be provided by the parent, replaced prior to the expiry date, and will be kept at the centre at all times. Training for staff, which includes an overview of anaphylaxis and signs and symptoms, must be provided initially by the parent, according to the doctor's instructions.

Any changes or updates regarding allergies must be reported in writing to the centre.

Accidents and Injuries
Despite close supervision, accidents may occur. If your child is injured at the centre, the staff will provide immediate first aid. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person on file. If required, we will call 911. If your child experiences a head injury, you will be contacted.

If after a minor injury the child can remain at the centre participating in full activity e.g., bruise, small scrape/cut, sliver, the staff will take a photo of the completed form and send it to you through our online communication app. At pick up time you will be asked to sign the original Accident Report documenting the accident or injury. Depending on the injury, the staff member on duty may also call the parent(s) to inform them of the incident in addition to the completed Accident/Incident report. A parent or guardian's signature is required at the bottom of the form to verify that you were informed of the accident/injury.

If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

An Incident report will be completed if your child was involved in/purposely causing an accident to another child/staff.

In case of a serious accident requiring medical attention, a staff member will accompany the child to the hospital. The parent consents to the transportation of the child to the emergency department of the nearest hospital, by ambulance, with no liability to the staff of the Centre. In the event of an emergency, if the parent is not immediately available, an attending physician may hospitalize and/or secure treatment as deemed necessary.

Emergencies
MACCP has Emergency Management Policies and Procedures in place. These include specific procedures for staff on how to deal with a variety of emergency situations should they occur. Our **evacuation site is Hillmount Public School; 245 McNicoll Avenue (416-395-2550).** Should we ever have to evacuate our building, we will proceed to Hillmount Public School and contact parents to immediately pick up their child from this site.

Medication Policy
All staff and parents must adhere to these requirements. When at all possible, the parents should be the person giving medication to their child, not staff. If the dosage schedule requires a midday dosage, then the following requirements are required:

- All medicine must be prescribed by a doctor. This means doctor's authorization or pharmacist's label **must** be attached to all medications showing that your doctor has prescribed them. Medication is to be in the **original** container, with the name of the drug, dosage, date of purchase, instructions for storage and instructions for administration.
- No medication will be given if it has been prescribed to another member of the family. It must have your child's name on it.
- No outdated medicine will be given.

- The **Medication Authorization Form** must be completed and signed by the parent. Failure to do so means that the medication will not be given to your child until it is signed. We are aware that parents are often in a hurry in the morning and have tried to make the form as simple as possible.
- No medication can be kept at the centre unless it is for a specific ailment or condition. For instances such as puffers for asthma, medication may be kept on hand; however, cough syrup or Tylenol may not be kept at the Centre unless prescribed by a doctor for a specific situation.

Prior to Your Child's Admittance to the Centre:

1. Parents Responsibilities:
    - Provide a current immunization record, completed by the child's physician (can be a photocopy of the yellow immunization record). Parent is to continue to provide updates after each immunization.
    - Inform the Director in writing, about any known allergies (food, medicine, or insects/animals) or history of suspected or known seizures.
2. Centre's Responsibilities:
    - Maintain accurate immunization and allergy records for each child (based on parents' submissions)
    - Inform Centre staff about all known allergies
    - Post all known allergies in the Centre (kitchen and classrooms)

In Case of Emergencies:

Parents' Responsibilities:

- Respond immediately to the call from the Centre and join the child and staff member at the designated location.

Illness:

If a child becomes ill while in the centre:

- An adult must remain with the child at all times.
- A parent or emergency person must be notified.
- A parent or emergency person must pick up the child within 1 hour.
- Illness form must be signed by the person picking up the child before removing the child from the centre.

Please contact the centre as early in the day as possible and inform the teacher or Executive Director if your child will not be in for the day. A doctor's note must accompany your child on returning to the centre after five days absence or at the request of the Executive Director.

If an adult becomes ill while in the centre:

- Another adult must accompany them home or to the doctor.
- The contact person or emergency number must be notified.
- The injured adult or the contact person must sign an Illness Form.

Infection Control Policy and Procedure

The Infection Control Policy is to provide staff members with up-to-date information on how the caregiver can provide a safe, clean environment to promote good health and prevent the spread of infection to the minimum.

Procedure

1. All parents must provide their children's immunization record and health conditions prior to enrolling their children in MACCP. Please send a copy or photo of this record as it is updated and continue to re-submit it to the office.
2. Staff should perform a daily health check for children on arrival and throughout the day for symptoms of illness. Staff members also need to identify and record symptoms of illness and report to parents.
3. The signs and symptoms staff and parents should watch for are the following:
   - Unusual behaviour
   - Runny nose, cough, croup, wheezing, difficulty breathing
   - Vomiting – to return, child must not have vomited within the past **48** hours and has eaten and retained at least one meal
   - Diarrhea – to return, child must be free from diarrhea for **48** hours and has had a normal bowel movement.
   - Dehydration
   - Any change in skin colour
   - Rash – to return must be identified by a doctor
   - Fever of 100.4 F or 38 C or higher – the child may return after **24** hours fever-free without medication
   - Discharge from eyes, ears, or nose – to return, child needs a doctor's note identifying reason for discharge and indicating that it is not communicable to others.
4. When a child becomes ill during the day at MACCP, staff will immediately call parents to pick up their child. If parents are not available, the emergency contact person will be called. The child will be isolated with supervision (as able) while he/she is waiting to be picked up. The child must be picked up from the Centre **within one hour** of such notification. If the child is not picked up within the hour, the Executive Director will report the occurrence to the Board of Directors for review and consideration of action ranging from a warning to termination, in the opinion of the Board.
5. A child should be excluded if the illness prevents the child from participating in program activities, as it results in greater need for care than the staff can provide, or if the child has an infectious disease. Please refer to the Toronto Public Health guidelines for common communicable diseases.
   If a doctor prescribes an antibiotic for a child, at least 3 doses must be taken (or 24 hours) for any type of strep or bacterial infection before returning to day care.

   Doctor's notes are required for readmission after a child has been absent due to:
   - 2 weeks of illness (10 weekdays)
   - a contagious illness
   - diarrhea lasting in excess of 3 days
   - hospitalization

Administering Medicine to Children on the Behalf of Parents

Whenever possible parents should minimize the amount of medication that is administered at the childcare centre.

For the safety of the children, all medication must be handed directly to the staff upon arrival, so that it can be securely stored away from the children's reach.

According to the CCEYA, we are allowed to administer drugs that have been prescribed by a licensed medical practitioner under the following conditions:

1. Prescribed medicines will be administered by the staff. This means a pharmacist's label must be attached on all drugs.

2. All prescribed medicines must be in the **original** container with the child's name, the name of the drug, the dosage, and the date of purchase.
3. Non-prescription medication (over-the-counter drugs) can only be administered to a child when accompanied by a doctor's note with instructions.
4. A medicine form must be filled out and signed by the parent. The form will be available from the staff.

Individual Medical Plan

An Individual Medical Plan will be developed and put in place for any child requiring medication for a chronic or acute condition or diagnosis or who requires medication on an emergency basis. All individual medical plans will be developed in partnership with the child's parent/guardian.

Guidelines for Common Communicable Diseases

Reportable

Toronto Public Health Infection Prevention and Control in Childcare Centres 2019:

Reportable Diseases:

5.0 Guidelines for Common Communicable Diseases

5.1.1 Reportable Diseases

Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
CHICKENPOX Also known as **Varicella** Caused by: Varicella-Zoster virus	Fever may be present before an itchy rash develops. Crops of small flat pink spots turn into fluid-filled blisters that crust as they resolve.	**Airborne**: Spreads easily from person-to-person through the air (coughing/sneezing). **Contact**: **Direct contact** with the fluid from the blisters or respiratory secretions.	1 to 2 days before the rash/spots appear, until all blisters have crusted over (usually 5 days after first blisters appear). Most infectious from 12-24 hours before rash appears.	**No** – Cases that present with mild illness can be permitted to return as soon as well enough to participate in normal activities, regardless of the state of the rash.
DIARRHEAL DISEASE Also known as **gastroenteritis** Caused by: *Campylobacter*, *Salmonella*, *E.coli 0157*, *Giardia*, *Shigella*, Typhoid, norovirus, rotavirus and other bacterial, viral and parasitic organisms.	Abnormal, loose or frequent stools. Nausea, vomiting, abdominal pain or cramps, mucous, blood or pus in stool. Other systemic symptoms such as fever.	**Contact**: **Direct contact** with stool of infected person or animal (contaminated hand to mouth). **Indirect contact** with contaminated food, water or other objects or surfaces contaminated with stool.	Throughout acute infection and as long as organisms are in stool. Depends on causative organism.	**Yes** – At least until 24 hours symptom free. Exclusion period varies depending on the causative organism. However, where a Disease of Public Health Significance is reported to the CCC, contact TPH at 416-392-7411 for further direction & information.
GASTROENTERITIS OUTBREAK (see Section 2 on outbreaks) Caused by: Commonly by viruses such as norovirus and rotavirus. Can be caused by foodborne bacterial and viral organisms.	**Gastroenteritis Outbreak Case Definition:** Two or more cases with signs and symptoms compatible with infectious gastroenteritis in a specific CCC room within 48 hours.	**Contact**: **Direct contact** with stool of infected person or animal (contaminated hand to mouth). **Indirect contact** with contaminated food, water or other objects or surfaces contaminated with stool.	Throughout acute infection and as long as organisms are in stool.	**Yes** – Until child or staff are 48 hours symptom-free, during an outbreak. Consult Toronto Public Health if you suspect you have an outbreak. Call 416-392-7411. If it is determined not to be an outbreak, then exclude until 24 hours symptom free.

Reportable Diseases (Diseases of Public Health Significance, continued)

Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
MEASLES Also known as **Rubeola, Red Measles** Caused by: Measles virus	High fever, cough, runny nose, red eyes for 3 to 7 days before rash starts. Small white spots may appear inside the mouth.	**Airborne**: Spread easily from person-to-person through the air (highly contagious). **Contact:** **Direct contact** with respiratory secretions of an infected person.	4 days before onset of rash until 4 days after onset of rash.	**Yes** – Until 4 days after onset of rash and when the child is able to participate.
MUMPS Also known as **infectious parotitis** Caused by: Mumps virus	Swollen and tender glands at the jaw line on one or both sides of the face. May include fever, malaise, headache, swollen testes and respiratory symptoms (especially for children aged five and under).	**Droplet**: From coughs and sneezes of an infected person to a distance of < 2 metres. **Contact:** **Direct contact** with the saliva or respiratory secretions of an infected person.	7 days before to 5 days after onset of swelling.	**Yes** - Until 5 days after gland swelling begins.
PERTUSSIS Also known as **Whooping Cough** Caused by: *Bordetella pertussis*	Usually begins with fever, runny nose and mild cough. After 1-2 weeks, the cough becomes more frequent and severe and may result in a high-pitched whoop sound. Loss of breath or vomiting after coughing bouts may occur. Coughing may last 6 -10 weeks.	**Droplet:** From coughs and sneezes of an infected person to a distance of < 2 meters.	Highly infectious in the early stages of runny nose and cough to 3 weeks after onset of whooping cough, if not treated, or after 5 days of treatment.	**Yes** – Until 5 days of appropriate antibiotics have been completed. If untreated, until 21 days after onset of cough.

Reportable Diseases (Diseases of Public Health Significance, continued)

Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
RUBELLA Also known as **German Measles** Caused by: Rubella virus	Low-grade fever, malaise, tiredness, runny nose, red eyes and swelling of the glands in the neck and behind the ears. Raised, red, pinpoint rash that starts on the face and spreads downwards. Usually uncomplicated illness in children.	**Droplet**: From coughs and sneezes of an infected person to a distance of < 2 meters. **Contact:** **Direct contact** with respiratory secretions of an infected person.	7 days before to 4 days after onset of rash.	**Yes** – For 4 days after onset of rash.
HEPATITIS A Caused by: Hepatitis A virus	Most infants and young children infected with hepatitis A have no symptoms or mild symptoms. Fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain and jaundice (yellowing of the skin and eyes), dark urine.	**Contact:** **Direct contact** with stool of infected person (contaminated hand to mouth). **Indirect contact** with contaminated food, water or other objects or surfaces contaminated with stool.	2 weeks before until 2 weeks after onset of symptoms, or 1 week after the onset of jaundice.	**Yes** – For 2 weeks after the onset of symptoms, or 1 week after the onset of jaundice.

Non-Reportable Diseases

5.1.2 Non-Reportable Diseases

Diseases	Signs & Symptoms	Transmission	Infectious Period	Exclude?
HEAD LICE Also known as **Pediculosis capitis** Caused by: *Pediculus humanus capitis*	Itchy scalp nits (whitish-grey egg shells) attached to hair shafts, scratching marks or small red lesions like a rash, live lice.	**Contact:** **Direct contact** head-to-head (live lice). **Indirect contact** by sharing hats, hair brushes, headphones, helmets, etc.	As long as live nits or live lice are present.	**No** – Children with head lice should be treated and then attend school or child care as usual. 'No-nit' policies that keep children with head lice or nits after treatment away from school are not necessary. Children should avoid close head-to-head contact.
PINWORMS Caused by: *Enterobius vermicularis*, which is a nematode or roundworm	Itching around the anus and vagina, disturbed sleep and irritability.	**Contact:** **Direct contact** from fingers contaminated with eggs from scratching. **Indirect contact** from contaminated bed linens, clothing, toys, etc.	Until treatment is completed.	**No** – Re-infection from contaminated hands is common, therefore reinforce hand washing.
SCABIES Caused by: *Sarcoptes scabiei*, which is a mite	Red, very itchy rash which usually appears between fingers and toes on palms, underarms, wrists, soles, elbows, head and neck. Itchiness is usually worse at night.	**Contact:** **Direct contact** from person-to-person, prolonged, close and intimate skin-to-skin contact. Mites are almost invisible to the naked eye.	Until treated, usually after 1 or 2 courses of treatment, a week apart.	**Yes** - Exclude until after 24 hours of the first treatment given.

Non-Reportable Diseases (continued)

Diseases	Signs & Symptoms	Transmission	Infectious Period	Exclude?
COMMON COLD Caused by: Rhinoviruses	Runny nose, sneezing, sore throat, cough, fever, headache, decrease of appetite and lack of energy. Most colds last for 7 to 10 days.	**Droplet**: From cough and sneeze of an infected person to a distance of < 2 meters. **Contact:** **Direct contact** with respiratory secretions. **Indirect contact** with toys, other objects or surfaces contaminated with respiratory secretions.	Highest during the first 2 to 3 days of symptoms and until 7 to 10 days after onset of symptoms.	**No** – If child feels well enough to participate.
HAND, FOOT & MOUTH DISEASE Caused by: Non-polio enteroviruses	Fever, small painful blisters in the mouth, which make it difficult for the child to eat or drink. Blisters on the palms and soles of feet. Blisters may persist for 7 to 10 days and are not itchy. Headache, vomiting, diarrhea, sore throat, loss of appetite and lack of energy can also occur.	**Droplet**: From coughs and sneezes of an infected person to a distance of < 2 meters. **Contact:** **Direct contact** with stool, saliva, nose and throat secretions or fluid from the blisters of an infected person. **Indirect contact** with contaminated toys, objects or surfaces.	For duration of illness and up to several weeks after onset of illness.	**No** – If child feels well enough to participate.
IMPETIGO Caused by: *Streptococcus pyogenes* or *Staphylococcus aureus*	Cluster of red bumps or fluid-filled blisters, which may ooze a clear fluid or become covered by an itchy honey-coloured crust. Usually appears around a child's mouth, nose or on exposed skin of the face or limbs.	**Contact:** **Direct contact** with skin lesions of an untreated person **Indirect contact** with contaminated bed linens, towels or clothing.	From onset of rash until 1 day after start of treatment.	**Yes** - Until 24 hours after treatment has been initiated with appropriate antibiotics. Lesions on exposed skin should be covered.

Non-Reportable Diseases (continued)

Diseases	Signs & Symptoms	Transmission	Infectious Period	Exclude?
SCARLET FEVER Caused by: *Streptococcus pyogenes*	Sore throat, fever, swollen tender neck glands with widespread bright red rash covering the entire body. Commonly seen on neck, chest, underarms, elbow, groin and inner thigh, tongue (strawberry tongue). Typically rash does not involve face, but there may be flushed checks. Rash feels like sandpaper.	**Droplet**: From coughs and sneezes of an infected person to a distance of < 2 meters. **Contact:** **Direct contact** with saliva.	Until 24 hours after appropriate antibiotic treatment started. In untreated cases, 10 to 21 days.	**Yes** – Until 24 hours after treatment has started and the child is able to participate in activities.
STREP THROAT Caused by: *Streptococcus pyogenes*	Sore throat, fever and swollen tender neck glands.			
MOLLUSCUM CONTAGIOSUM Caused by: Molluscum contagiosum virus (pox virus)	Mild skin disease. Tiny "pinpoints" on skin turn into pinkish-white bumps that are smooth and shiny. Bumps have dip in the middle and have a milky-white cheesy material inside.	**Contact:** **Direct contact** with bumps through skin to skin contact. **Indirect contact** with bedding contaminated with material from bumps Scratching can spread infection from one part of body to another	As long as bumps are present and uncovered.	**No**

Safe Sleep Supervision Policy

At the time of enrolment and at any other appropriate time such as during tours of the centre, transitions into a program or upon a parent's request, parents will be advised of MACCP's policies and procedures regarding children's sleep. Parents will be required to read the Safe Sleep Supervision Policy as outlined below and in MACCP's Parent Handbook and sign off indicating they are aware of the procedures that MACCP staff will abide by.

Upon registration, staff will consult with parents to receive written information ("Individual Registration" form) on the child's sleep preferences, required accommodations and precautions. This information will be shared with all staff, students, and volunteers in the following areas:

- Infants – "*Individual Registration" form* will be kept on the child's clipboard. Staff will type and post information on the child's crib in the infant sleep room with each child's photo and description of sleep preferences. Parents will be asked to update every two months while their child is in the Infant program, and as needed.

- Toddler - *"Individual Registration" form* will be kept on the clipboard. Parents of Toddlers will be asked to update every 4 months while their child is in the Toddler program.

- All children will be assigned to individual cribs/cots. The child's name will be posted on each crib/cot.
- A staff person is physically present in the room, conducting physical checks every 15 minutes for Infants and every 30 minutes for Toddlers. Staff will monitor for indicators of distress or unusual behaviour.
- Staff are able to visually monitor sleeping children and conduct physical checks regularly to monitor breathing, body temperature and sleep environment.

- Staff complete written documentation of direct visual checks being conducted every 15 minutes, on each sleeping Infant in the sleep room. Infant monitoring is indicated on the online app. For Toddler children, visual checks are conducted every 30 minutes and documented by staff on the online app.
- Any change in a child's sleep pattern or behaviour will be documented on the online daily chart. Staff will also verbally inform parents of this change at the time of pick up. If there is notable change in a child's sleep pattern where a child experiences distress or unusual behaviour, staff will call parent to inform them of this concern.
- Signs of distress or unusual behaviour include:
    - Change in skin colour
    - Change in breathing
    - Signs of overheating
- Any adjustments to the manner in which a child is supervised during sleep time will be in consultation with the parents. Staff will accommodate parent recommendations to the best of their abilities in conjunction with the established Sleep Supervision policies and procedures.
- Lighting in the sleep room must allow for easy visual monitoring. Lights will be dimmed, but staff must be able to see sleeping children clearly. Nature sounds, soft music or lullabies will be played to create a soothing sleep environment.
- For the Infant room - a system is in place to immediately identify which children are in the sleep room. This is indicated on a magnetic board by moving magnetic name tags from the door frame to "In Sleep room." Once the child is brought out of the sleep room, the tag is moved back to the door frame.
- All staff review the federal document: ***Joint Statement on Safe Sleep*** and are required to abide by the recommendations contained within.
- The Executive Director or Designate will ensure that the Sleep Supervision policy is reviewed with staff, volunteers, and students at the start of employment or placement and annually thereafter. This policy will be monitored for compliance and contraventions in accordance with the Childcare Early Years Act (CCEYA).

For Infants Under 18 Months Age:

MACCP staff will ensure that infants will be supervised at all time periods when children are sleeping in a separate infant sleep room/area. Staff are responsible for documenting supervision practices for the infant sleep room that include the following:

When **three or more infants are in the sleep room**, a staff person is physically present in the sleep room conducting physical checks as set out in the *Sleep Supervision Practices* as well as looking for indicators of distress or unusual behaviour.

When **less than three infants are in the sleep room**, staff are able to visually monitor the sleeping children and conduct physical checks regularly to monitor breathing and body temperature. Staff are not required to remain physically in the room but must provide consistent checks (every 15 minutes) as noted in the *Sleep Supervision Practices.*

- Physical checks must be documented on each child's online daily report and staff will sign their initials to ensure that monitoring was completed at the required intervals for each child.
- ***MACCP staff are legally obligated to follow the recommendations set forth in the Joint Statement on Safe Sleep to place infants UNDER 12 MONTHS OF AGE, on their backs for sleep.*** Parents will be

reminded of this at the time of enrolment and again during the transitional period into the infant program.

- Staff ensure that children **UNDER 12 MONTHS OF AGE** are placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep": Preventing Sudden Infant Deaths in Canada.
- The requirement for an infant sleep position may only be waived if a medical doctor/physician recommends differently in writing.
- Once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.
- In order to reduce the risk of suffocation, other than a firm mattress and a fitted sheet, extra items such as pillows, duvets and bumper pads in the crib are not permitted.
- MACCP will provide a blanket to be used at sleep time.
- Staff will ensure that infants are not placed in strollers, swings, bouncers, or car seats for sleep. An infant's head when sleeping in a seated position can fall forward and cause their airway to become constricted. Once the infant falls asleep, the child should be moved as soon as possible or as soon as the destination is reached to the crib, and staff are to follow through with placing the child in the required sleep position.
- If an infant falls asleep in the stroller during outdoor time, staff will ensure that the seat is adjusted from an upright to a reclined position. Staff will ensure that visual sleep monitoring is conducted when children have fallen asleep in the stroller during daily walks.
- Infant children may not have set rest/sleep schedules and will rest/sleep based on each child's individual needs.
- A system to quickly identify who is in the sleeping room/area is implemented. This is indicated on a magnetic board by moving magnetic name tags from the door frame to "In Sleep room."
- Glass panels on the ¾ wall permits separation of the sleeping area from the play area, allowing for a physical divider between the space and some acoustic separation between the rooms.
- Staff are able to visually monitor the sleeping children and conduct/document physical checks regularly to monitor breathing, body temperature and crib environment.
- Staff who work in the infant room are able to articulate the procedures in place for monitoring and supervising infants during sleep times.

For Children Over 18 Months Age (Toddlers & Preschool):

- Each child is assigned their own cot which is identified with their name located directly on the cot itself.
- Each child's cot is indicated on a posted cot plan, and each cot is placed strategically around the room to allow for optimal supervision.
- Revisions to the cot plan are made when new children are assigned to a cot.
- Children sleeping adjacent to one another will be encouraged to assume head to toe positions.
- Children who do not fall asleep are permitted to get off of their bed and engage in quiet activities (looking at books or drawing). Staff will monitor child for signs of tiredness and encourage him/her to lie down again in an attempt to sleep.
- Children who wake up and remain awake are permitted to get off of their beds and engage in quiet activities.
- Staff will document what time each child fell asleep, what time they woke up or if they did not sleep at all. This will be recorded on the Daily Chart.

- Staff will abide by each child's sleep preference and will accommodate accordingly (rubbing child's forehead, patting child's back etc.)

Sleep Supervision Practices:

While supervising children during sleep periods, a staff person is physically present in the sleep room conducting regular visual checks **every 15 minutes for Infants** and **every 30 minutes for Toddlers** to ensure that:

- Child is breathing
- Child's temperature is normal (visual check – child is not red, flushed or sweating. Child looks comfortable)
- Crib environment is safe: no crib padding, toys, stuffed animals, or books in the crib
- Infants under 12 months of age are placed on their back to sleep (but if they turn themselves over, there is no need to reposition them again onto their back)
- Infant's limbs are inside crib
- Blanket is not covering child's face or head
- Toddler and Preschool sleep toys (if absolutely necessary) are soft in texture
- Toddlers/Preschool children sleeping adjacent to one another are positioned head to toe

Electronic Monitoring Devices:

- For use in the Infant sleep room only. When an infant is sleeping in the sleep room, the electronic monitoring device will be turned on in the sleep room as well as in the playroom so that staff can audibly monitor sleeping children.
- Staff check daily and actively monitor, that the sleep monitoring device is functioning properly and able to detect the sounds of every sleeping child.
- Electronic Monitoring Devices are used in conjunction with direct visual checks and are not used as a replacement.
- Staff are aware of steps to take if/when the Electronic Monitoring Device is not functioning and will follow the necessary steps as required.

Quick identification of who is in the INFANT sleep room: Staff will ensure a photo magnetic clip of each child is posted on the door frame. As each child enters the sleep room, staff will move their photo to the magnetic "Sleep room Board" indicating, at any given time, who is in the sleep room. Once the child is brought out to the playroom, the photo is moved back to the door frame.

When 3 or more Infants are in the sleep room, a staff person is physically present in the sleep room to supervise the children and conduct physical checks as set out in the above safe sleep supervision practices. Staff may also use this time to do programming/sleep room cleaning etc. while still recording the physical check every 15 minutes.

When less than 3 infants are in the sleep room, staff are able to visually monitor the sleeping children and conduct physical checks every 15 minutes to monitor breathing and body temperature. These physical checks must be documented on the child's daily record.

Access and Equity Policy
Anti-Racism and Anti-bias Policy:

MACCP does not tolerate any expression of discrimination on the basis of race, religion, language, culture, and/or Aboriginal status.

The Board of MACCP shall provide for education and professional development so that staff members and Board members can acquire the knowledge and skills necessary to:
(a) Identify racism
(b) Foster understanding and respect for racial, ethno-cultural and religious diversity.

The staff of McNicoll Avenue Childcare Program shall ensure that all curriculum content and materials conform to the intent of anti-racism policy. The staff should also develop and reinforce positive attitudes toward diversity through programming.

The Board of directors of MACCP shall endeavour to recruit a mix of clients, staff and board members that reflects the diversity of the community.

The key information is communicated to clients in English and any other languages in order to reflect cultural diversity in the community.

The Board of Directors of McNicoll Avenue Childcare Program shall periodically review the Anti-Racism Policy to ensure that it remains an effective vehicle for addressing issues of racism. The policy is reviewed and signed off by staff annually.

A committee will be formed to investigate any complaints or incidents of discrimination, harassment on the basis of race, religion, language, culture, and/or Aboriginal status.

The Complaint Procedure:

The staff or board member who receives a complaint will try, whenever possible, to resolve the issue informally. If this is not possible, the formal complaint procedure will be followed.

Informal:

The Board or Executive Director will advise the complainant to discuss with the person accused of harassment or discrimination that his/her behaviour and/or actions are not acceptable and request an explanation/apology from the accused.

If the complainant does not feel comfortable to talk to the accused for any variety of reasons, the Executive Director shall inform the accused of the concern regarding his/her behaviour and explain the Anti-Racism Policy. The results of this discussion will be communicated to the complainant.

If the issue is not resolved to the satisfaction of the complainant, then he/she has the option to proceed to the formal complaint procedure.

Formal Complaint:

The complainant must put his/her complaint in writing with as much detail as possible regarding the issue. The written complaint, signed and dated, must be presented to the Executive Director or the President of the Board. Copies will be distributed to the Board of Directors and the accused.

A committee will be formed to handle the formal complaint. The committee shall meet with the complainant, the accused, and any other persons who may have information pertinent to the complaint.

During the investigation, if the committee feels that any party to the investigation poses a threat to the safety or welfare of anyone attending, working at, or visiting MACCP, the committee shall immediately bring the matter to the President of the Board (or designate). If they agree, the person thought to pose a threat shall be suspended from attending, working at, or visiting the Childcare until resolution of the investigation.

The Board of MACCP shall provide the committee with access to legal counsel if it is necessary.

The committee shall submit to the Board of Directors a written report with conclusions. If disciplinary action is required, this shall be reported to the Board along with the written report.

If disciplinary action is taken against a staff member of MACCP, a sealed copy of that action shall be placed in the individual's personnel file.

If children are involved in a racist or bias incident:

(a) Staff will discuss with children involved.
(b) Staff will ensure that curriculum planning includes multiculturalism learning activities.
(c) Displays represent a range of abilities/disabilities, races, cultures, and family structures.
(d) Posters representing diversity will be posted at the children's eye level.
(e) Staff will follow up with parents.

Integration and Inclusion

General

Integration and inclusion are words used to refer to a set of values and beliefs regarding the incorporation or involvement of children with varying physical or intellectual abilities. These words refer to the acceptance of all individuals and their differences, and the bringing together of children with varying developmental and physical abilities in a harmonious, supportive, and respectful consolidation.

We believe that integration and inclusion support the development of the whole child, a main component in high quality childcare experiences. We believe that these views are necessary in order to foster the full participation of our population and for our programs to promote and be faithful to a welcoming acceptance of all children. Our beliefs encourage positive attitudes towards diversity; allow opportunities for people to learn about, understand, and become comfortable with a variety of human

differences; and benefit not only children with special needs, but also typically developing children, parents, siblings, teachers, other caregivers, and society in general.

The exclusion of individuals based upon their physical or intellectual capabilities is discriminatory and segregating and would open our centre to the possibility of limiting every person's experience, exposure to, and involvement with an important portion of our society. Our beliefs regarding integration and inclusion are embedded in all of our programs and provide further opportunities for the following:

(a) exposure to children with a range of abilities
(b) acceptance and the formation of relationships and respect for others
(c) the participation of every child and family irrespective of current ability levels, which leads to the development of self-esteem, confidence, and capability
(d) peer interactions and expectations which provide social incentives to implement or use "new" skills and knowledge
(e) guiding staff to become more aware and focused on the strengths and needs of all the children, their own teaching style, and methods, and on the program itself, and
(f) The enrichment of our communities through direct experiences with children with diverse strengths and needs.

Policy

The Centre will provide care for children with special needs in an integrated setting and provide support to staff working with these children.

Procedure:

The Executive Director will approve the application based on the centre's ability to meet the child's needs.

The necessary infrastructure based on the child's needs will be put into place by the Executive Director in order to admit a child into any of the programs.

A Special Needs Resource Teacher will assist, as necessary, in setting up and maintaining an appropriate program for each child with a special need.

The advice of the CCEYA Program Advisor from the Ministry of Education will be sought where deemed necessary by the Executive Director.

We will individually assess the resources and facilities at our disposal such as the physical space, accessibility, and staffing, as well as our ability to meet the specific developmental and/or physical needs of each child. We will attempt to place the exceptional child in an appropriate grouping and with his/her peers as much as possible. We will also work towards finding appropriate ways to provide our superior level of care and teaching to all families and to provide the needed support for each child to grow and flourish.

If we find that our resources and/or skills are inadequate in meeting the specific needs of the child, we will work towards assisting the family in their search for a more appropriate educational or care setting for their child.

Individualized Support Plans and Inclusive Programming

Ontario Regulation 137/15 Program for Children: 12.1-12.4 & 13.1-13.3

An appropriate individualized support plan is developed for each child with special needs and the MACCP will take all necessary steps to ensure children are supported to participate fully in the childcare program. These individual support plans include information on each child's required supports, including specific aids (ex. Mobility devices, hearing aids) and modifications to the environment (ex. Specific furniture, additional staff) if required. Individuals, including a parent of a child with special needs, who have participated in the development of the individualized support plan will be listed in the document and sign it. Where applicable, the program will reflect the individualized support plans of each child with special needs, and the opportunity will be presented to all children within that classroom to participate in the program.

Sexual Harassment Policy

Anti-Harassment and Anti-Discrimination

Everyone has the right to feel safe and to be treated with dignity and respect.

The Centre upholds the right of every person to be free from harassment and discrimination of any kind in the workplace, including sexual harassment, and every employee at the Centre is assured of the protection of this right.

Harassment and discrimination will not be tolerated. This is an expectation of everyone entering our centre. Failure to adhere to this expectation may result in being denied access to the centre.

If a parent/guardian or employee feels threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Director.

Harassment:

Harassment is a form of discrimination and is defined in this policy as any course of conduct or comment that is related to any of the discriminatory grounds contained in the Ontario Human Rights Code. These grounds include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, same-sex partnership status, family status, religion, sex, physical or mental disability; and is offensive to any employee and is known or ought to be known to be unwelcome.

While the following is not an exhaustive list, harassment may include:

a) Verbal abuse or threats.
b) Unwelcome remarks, jokes, innuendoes or taunting about a person's body, attire, age, marital status, ethnic
c) or national origin, religion, sexuality, etc.
d) Practical or "dirty" jokes which cause awkwardness or embarrassment.
e) Leering or gestures.
f) Display of pornographic, racist, or other offensive or derogatory pictures or other material.
g) Condescension or paternalism which undermines self-respect.
h) Unwelcome or unwanted sexual advances. This may mean patting, pinching, brushing up against, hugging,

i) cornering, kissing, fondling, or any other similar physical contact normally considered unacceptable by another
j) individual.
k) Requests or demands for sexual favours.
l) Physical and sexual assault.

Courteous, mutually respectful, non-coercive interactions between the sexes which are acceptable to both parties are not considered to be sexual harassment. The Centre will not tolerate or condone sexual harassment of its employees by anyone.

Procedure

The Centre will investigate and act swiftly and firmly in dealing with people harassing others. Complaints regarding harassment may be directed to either the Executive Director or to the Board of Directors, in writing.

If you believe that you are being harassed, you should take one or both of the following steps:

(a) If an employee is comfortable, the employee should tell the harasser to stop. Firmly state that the behaviour is objectionable, unwelcome, and must cease immediately. The employee should also keep a written record of the incident, along with the steps the employee took. If the activity or behaviour does not stop after the person has been confronted, or the employee does not feel comfortable confronting the person, please follow the procedure as outlined in paragraph 2.

(b) Discuss the incident with a person in a position of authority with whom the employee is comfortable. During this initial meeting, a written complaint should be completed with or without the assistance of the person receiving the complaint.

In either case, the employees are assured that the Centre will investigate the complaint diligently and confidentially to the maximum extent possible. In addition, any negative employment consequences which are found to have resulted from the harassment will be rectified as far as possible.

Complaints of harassment will be dealt with in a confidential and expeditious manner. Confidentiality will be maintained throughout the investigation process to an extent practical and appropriate under the circumstances.

If any employee receives a complaint of harassment or is otherwise aware of or informed of a harassing situation, she/he must inform the Executive Director immediately.

The employee is encouraged to assist the Centre in its attempts to prevent and eliminate harassment in the workplace by treating co-workers with courtesy and respect. The Centre, in turn, will do its best to deal with complaints that may arise in a fair, objective, and concise manner. Any breach of this policy will result in severe discipline up to and including immediate dismissal from employment.

Behaviour Management Policy

Our behaviour management goal is to help the children achieve a sense of self-discipline by recognizing and accepting the consequences of their actions. McNicoll Avenue Childcare Program's behaviour management policy insists that the rights of the child are respected, and that the child's self-esteem remains intact. We hope to achieve this through age-appropriate programming and setting expectations in an atmosphere of trust and acceptance. Our staff strives to accomplish this through consistent application of certain rules of conduct, which will lead to a secure feeling among the children.

MACCP's behaviour management practices include the following methods:

1. Provide a caring environment that enhances a child's self-esteem.
2. Set specific limits and rules and make sure everyone understands and abides by them.
3. Praise for appropriate behaviour.
4. Staff members supervise group situations and act as resources and guides through conflict.
5. Apply appropriate natural and logical consequences for misbehaviour.

We encourage the children to verbalize their feelings of frustration; if they are unable to do so, they are reminded, and then gently removed from the situation. Children are never left anywhere without supervision. Physical punishment is never used at MACCP.

Behaviour Guidelines for Children

General Behaviour Expectations:

- Respect teachers/volunteers/student teachers and other children.
- Respect the environment.
- Follow staff and volunteer's directions both indoors and outdoors.
- Preschoolers and Toddlers use appropriate language and speak in a quiet manner.
- Children must stay with groups and the designated teacher or volunteer at all times.

As in all areas of child development, developing self-control and social skills follows a sequence from birth to adulthood. Within this sequence, Infants and Toddlers require more adult intervention and closer supervision and guidance. As children grow older, they are able to exercise more self-control and have a greater understanding of concepts such as health, safety and respect for others and property. Therefore, external controls can gradually be removed as the child develops a sense of responsibility for his/her own behaviour. To ensure a child's safety and well-being, and to foster social and emotional development, it is necessary at times to impose limits or set standards of acceptable behaviour.

Young children, due to their age or developmental stage are at times unable to clearly express themselves. As a result, they may on occasion, demonstrate inappropriate behaviours such as hitting, kicking, biting, or scratching. These behaviours cannot be tolerated. Staff will work within the preceding guidelines and if the child consistently exhibits these inappropriate behaviours, the Director will apply the steps listed under the Termination section of this handbook to come to an acceptable outcome or the parent may be given two weeks' notice to withdraw the child from our program.

OUR VALUES

Open and Honest Communication

Without good lines of communication between the Board of Directors, staff and parents, MACCP will fall short on its goal to provide an atmosphere in which all children feel free, safe and comfortable to learn and thrive. For this reason, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their children or the program. Where a staff member is not in a position to resolve the issue to the parent's satisfaction, the Executive Director is available for further discussion should the parent request it. Concerns should not be brought to the Board of Directors until the Executive Director has had the opportunity to discuss the matter with the parent with a view to resolving the issue. Where the Executive Director is not able to resolve the issue, the parent will have an opportunity to forward concerns to the Board of Directors. When parents, staff and the Board of Directors engage in respectful, open and honest communication, conflict is kept to a minimum and the interests of the children are best served. MACCP cannot tolerate confrontational, disrespectful, or mean-spirited behaviour as it is disruptive to the Centre's curriculum.

Providing a Safe and Comfortable Environment for the Children

MACCP prides itself on providing an environment that encourages children to develop a love of learning. This is not possible without the co-operation and support of the parents. To achieve this goal, parents must abide by the policies of the Centre that seek to provide the tools necessary for fostering a safe and caring environment.

Parents must respect and abide by all of the policies contained in this Parent Handbook.

These policies are the tools that enable the Centre to provide a safe, healthy and nurturing environment for the children.

Graduated Behaviour Guidance

As a child progresses through each developmental phase, there will often be times when a child exhibits certain behaviours that can have negative consequences for both the child and the other children in the Centre. In most cases, this behaviour will correct itself through the use of Behaviour Guidance techniques such as resolve/reason, redirect, remove and natural consequences. These techniques seek to ensure the developmental growth and safety of all children as they learn appropriate and acceptable behaviour.

There will be times, however, when children are unresponsive to these behaviour guidance techniques. In such circumstances, it is imperative that parents be supportive of the Centre's attempts to correct the behaviour in question. Any failure on the part of the parent to be fully cooperative in any of these circumstances could result in the withdrawal of the child/family from the Centre.

Behaviour Expectations While on Field Trips:

- No food or drink allowed on the bus.
- Children will remain seated at all times and keep arms and heads inside the bus.
- Respect the staff, parental volunteers, student teachers, and tour guides and follow directions.

If children do not cooperate with the above rules, they may be either excluded from a subsequent field trip, or

the individual child's parent will be expected to accompany the centre on future field trips.

Prohibited Practices

Our staff use behaviour guidance strategies that support children to develop appropriate social and emotional skills. MACCP and the Childcare and Early Years Act **prohibit** the following practices:

a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching, kicking, heavy pushing, shoving, grabbing, squeezing arms etc.).

b) physical restraint of children, including but not limited to confining to highchair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).

c) locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency; Lack of Supervision including:

- Diverted attention for frequent or extended periods of time
- Leaving children alone, unsupervised; child unaccounted for

d) use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine their self-respect, dignity, or self-worth,

Inappropriate Verbal Practices:

- Humiliation
- Threatening
- Swearing
- Harassment
- Yelling
- Sarcasm
- Discussion of a child within any child's hearing
- Discussion of a parent within any child/colleague/parent's hearing

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.

g) As of July 1, 2026 this list of prohibited practices has been expanded to include sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007).

If a staff member implements any of these practices, the appropriate children's protection agency would be notified and disciplinary action is taken, including notification to the College of Early Childhood Educators. Incidents of this nature are reported to the Ministry of Education as a Serious Occurrence.

Children should be encouraged to verbalize their aggression rather than resort to physical action. When conflict arises between younger children who are unable to express their emotions, attention should be redirected. In the case of older children, if a child does resort to physical aggression/violence, the situation should be discussed with them. If a disruption has reached a point where discipline has to be taken, the child should be removed from the situation until he/she has calmed down and then discussion can take place.

Behaviour Guideline for Parents, Guardians and Other Adults

Parents are required to treat all staff with respect and to be courteous at all times. Please do not approach any staff members in a loud and aggressive manner. Treat others as you would like to be treated yourself. Criticizing a teacher in front of your child (or in front of other children) will result in that child losing respect for that teacher. Questions or concerns about any staff members should be discussed with the Director in a rational and professional manner. Any form of physical or verbal abuse towards staff or children, including harsh and degrading language, swearing, and yelling will not be tolerated. If any such incident should occur, the parent will be given written notice, warning them of their inappropriate behaviour. The second infraction will result in written notice of immediate withdrawal.

It is not a parent's responsibility to reprimand a child that is not their own. If there is a problem or if you observe any unacceptable behaviour, let the staff know and allow them to do their job. Remember we all want what is best for your child.

Parent/Guardian Code of Conduct

We all have the right to be safe and feel safe in our childcare community. MACCP maintains a high standard for positive interactions and communication treating everyone with respect. Any form of unacceptable behaviours harassment (including virtual), bullying, discrimination, violent or threatening behaviours will not be tolerated. MACCP will take the appropriate steps to address these situations which include but are not limited to suspension and possible withdrawal of services.

Our Code of Conduct is compliant with the current Ontario Human Rights Code, the Occupational Health and Safety Act and the Child Care and Early Years Act (CCEYA). The Code of conduct sets clear standards of behaviour that apply to all individuals involved in our organization including parents or guardians, volunteers, employees, and/or Board members.

These standards apply whether they are on MACCP's property, virtually, or at MACCP- sponsored events and activities.

All members of MACCP's community are to be treated with respect and dignity, free from any form of harassment regardless of race, creed, sexual orientation, disability or any other ground protected by current Ontario's Human Rights Code including all harassment legislation under the Occupational Health and Safety Act.

A copy of MACCP's Workplace Harassment and Workplace Violence policies are available upon request.
All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, and threatening) is not appropriate. Aggressively talking to or display of verbal intimidation or harassment towards anyone (which includes, but not limited to – shouting, screaming, threatening, warning, swearing at another individual) will not be tolerated. Aggressive reactions to or displays of aggressive behaviour towards anyone (which includes, but not limited to – push, hit, punch another individual) will not be tolerated. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a student, parent or staff will result in immediate intervention up to and including the family's suspension and depending on the outcome of an investigation, expulsion from the organization and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written notes, email, posting on any social media platform, words, gestures and/or body language.

Other examples of harassment may include but are not limited to:

- Written or verbal abuse or threats
- Unwelcome remarks, slurs, jokes or suggestions that are related to any characteristic identified in the definition of discrimination.
- Unwelcome physical contact such as patting, touching, pinching or hitting.
- Unwelcome sexual remarks, vulgar jokes or language, contact or invitations.
- Abuse of authority that undermines someone's performance or threatens their career.
- Bullying
- Negative comments
- Physical or sexual assault
- Humiliating or embarrassing an employee in front of co-workers
- Displays of sexually explicit, sexist, racist or other offensive material
- Practical jokes that embarrass or insult someone or could result in bodily harm or injury.

No weapons are allowed on centre property or at centre functions. The consequences for failure to comply will include but are not limited to the family's expulsion from the centre.

Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but are not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, staff, volunteers, and students is important to us. There should be no discussion of concerns or issues online such as Facebook, personal blog sites or other forms of electronic platforms for information sharing.

All concerns, issues, and complaints should be addressed with the Executive Director and/or a member of the Board of Directors. MACCP has a detailed concerns, issues, or complaints policy located within this Parent's Handbook which outlines steps for all parents/guardians to follow.

Any pictures taken at the centre or during centre events are for the private use of the family only. These pictures cannot be posted on-line. (i.e. Facebook, Instagram etc.)

School cubbies are to be used solely for the purpose of communicating between parents and MACCP. They are not to be used for business promotion.

This code of conduct is referenced in the Parent Contract and must be signed by any and all adults that will be involved in your child's experience at MACCP on a regular basis.

I have read and understand the Parent Code of Conduct and agree to the terms as stated. I have been given the opportunity to review this document, ask questions if required, and confirm that no further clarification is necessary.

Parent Complaint / Parent Concerns Policy

Purpose/Policy Objective
MACCP is committed to being accountable for our programs and services by responding to and resolving client/parents or guardian issues, concerns, or complaints.

The purpose of this policy is to provide a consistent and transparent process for the organization to follow when parents/guardians bring forward issues.

All complaints will be treated with fairness, integrity and respect following current legislative requirements and best practices. MACCP is bound by the policies and legislative requirements outlined by the Ministry of Education Early Learning Division, local Public Health, and municipal/regional children's services.

Please note it is not always possible to ensure that a client/parent or guardian will be satisfied with the outcome.

Policy Statement
Parents/guardians are encouraged to take an active role in our childcare centre and are welcome to discuss any feedback, issues, or concerns with our staff.

As supported by our program statement MACCP supports positive and responsive interactions among all members of our community including the children, parents/guardians, and staff. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

At all times, parents or guardians are encouraged to voice any questions regarding MACCP and the care of your child/ren. Our goal is to resolve most issues at the first point of contact.

If a parent or guardian has any concerns or questions, please contact the staff who are working directly with your child/ren. Every effort possible will be made by staff to resolve complaints directly with the parent or guardian. Staff from time to time may have to liaise with other colleagues to gather the necessary information to respond effectively to the concern raised. Staff will respond to any parent or guardian questions or concerns within up to 10 business days.

In more complex situations or if the staff member is unable to answer the question or handle your concern, you will be directed to the Executive Director or designate. Prior to meeting with the Executive Director or designate you will be asked to outline your concerns in writing.

You will be contacted by the Executive Director within up to 10 business days to arrange a meeting either in person, virtually, or on the telephone.

This meeting may include your child's teacher and/or any other party deemed relevant by MACCP and/or the

parent. Notes will be taken during this meeting and a copy of the notes including any goals or plans will be given to the parent(s) or guardians. Additional meetings can be requested by either the Executive Director or designate or the parent/guardian.

If the complaint is of a more serious nature or you are not satisfied after having spoken directly with the Executive Director, you will be encouraged to speak with the Board President.

The Board of Directors will only become involved in exceptional circumstances, where the initial complaint refers solely to a member of the Board of Directors or the Executive Director of the organization.

Issues/concerns must be submitted to the Board of Directors in writing using our parent/guardian complaint form. If you require assistance completing the form, we are available to provide you with support.

Responses and outcomes will be provided to the parent/guardian in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

Complaints involving allegations of a serious nature

If the complaint involves allegations of a serious nature against a staff member, for example professional incompetence, professional misconduct, dishonesty, abuse, or criminal behavior. The complaint should be made in writing and directed to the Executive Director. In such cases the Executive Director will notify the Executive Officers of the Board of Directors.

The Board of Directors will determine how to deal with the complaint. This may include contacting police or child protection services, initiating a formal disciplinary procedure or criminal investigation or seeking legal advice. The individual initiating the complaint will not be given any specific information regarding how the complaint is being handled. Parents/Guardians will receive confirmation in writing that the Board is investigating your complaint.

Investigations into serious issues and concerns will be fair, impartial, and respectful to all parties involved. The Board will follow the protocol and procedures for investigating serious allegations outlined in MACCP's workplace harassment policy and/or child abuse policy.

Process & Procedures for the Board

All complaints made to the Board must be documented in writing. Parents/Guardians will receive written acknowledgement within up to 10 business days that the Board has received the complaint and confirmation that an investigation will be undertaken.

Within 4 weeks Parents/Guardians will be informed as to the status of their complaint. No specific information regarding the investigation will be shared with the Parents/Guardian at this time.

Parents/Guardians may be asked to meet directly with the Board to discuss their concerns in greater detail. These meetings will be documented in writing. Upon completion of the Investigation a meeting will be held with the Parent/Guardian to discuss solutions/outcomes.

Confidentiality

We will, whenever possible, respect the confidentiality of your complaint. 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).

Parents/guardians will be reminded that maintaining confidentiality on their part is important to ensure that complaints/concerns are dealt with in a fair and timely fashion. Parents/guardians will be directed not to share any information from discussions they have had with staff and/or the Board of Directors.

While we are looking into your complaint or concern your name will not be divulged any more than is absolutely necessary. However, Parents or Guardians must appreciate that if your complaint involves members of our staff, it may be very difficult for us to look into this without talking with the staff member concerned. If you do ask us not to talk to the staff, we will try to respect your wishes, but it may not be possible for us to investigate fully or if appropriate to take any action or address the complaint.

Conduct

Our centre maintains high standards for positive interaction and communication for all members of our community. Harassment, inappropriate behaviours, and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Executive Director.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.
Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

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

Other Important Information
Provincial License and other Inspections
MACCP was granted a provincial license initially under The Day Nurseries Act in August 1985, and now under the CCEYA (Childcare Early Years Act). The Program Advisor of the Ministry of Education inspects the centre for annual license renewal.

MACCP also has a Purchase-of-Service Agreement with Toronto Children's Services. Centres must meet the City's Assessment for Quality Improvement (AQI) in order to provide childcare services.

Toronto Public Health inspectors also inspect childcare centres spontaneously to make sure we provide a healthy and safe environment for the children and staff.

Reporting Child Abuse and Neglect
Ontario's Child and Family Services Act (CFSA) provide for a broad range of services for families and children, including children who are or may be victims of child abuse or neglect.
The Act recognizes that each of us has a responsibility for the welfare of children. It states clearly that members of the public, including professionals who work with children, have an obligation to report promptly to a Children's Aid Society if they suspect that a child is or may need protection.

Registration and Maintenance of Current Information
As required by the CCEYA, personal and medical information on all necessary forms must be completed before your child can enter the program. The onus is on the parents to inform the centre of any address change at home or at work. We also must be kept updated with any phone number changes at home or work, as well as any changes in emergency contact.

The centre must receive immediately copies of any court orders, divorce decrees or separation agreements that affect the child. The centre must receive immediate notification of any changes in the custodial care of the child (e.g., babysitting arrangements) in writing.

Communication
The staff offer parent-teacher interviews twice a year to discuss Progress reports (November and May). However, at any time parents are encouraged to discuss any issues, to make suggestions, or to provide input to any of the staff, the Executive Director, or the Board Members. Newsletters will be provided from time to time to inform parents of events and activities. As well, please refer to the Parent's Information Board directly across from the office, beside Room 102 (Toddler Room) for other information about the centre.
After a Serious Occurrence is reported, a Notification Form will be posted for ten business days on the Parent Board.

Items to Bring for your Child:
Infant Program:
2 prepared formula bottles or empty bottles for milk and 1 bottle/sippy cup for water. Disposable diapers, wipes, diaper cream, extra clothing (2 complete sets), pacifier if needed (to be left at the centre), a family photograph to post in the classroom and an individual photo to post on their hallway basket. Sorry, no toys or stuffed animals of any kind are allowed in the crib. ***Label all items please**

Toddler Program:
Disposable diapers, wipes, diaper cream if necessary, 2 sippy cups (1 stays at the centre for milk, 1 for water that will come with the child in the morning and taken home when you pick up), extra set of clothing, a family photograph to post in the classroom and an individual photo to post on their hallway basket. ***Label all items please**

Preschool Program:
Extra set of clothing, a spill-proof water cup, a family photograph to post in the classroom and an individual photo to post on their hallway basket. ***Label all items please**

All children should have a complete change of clothes left at the centre. A light blanket and a cot sheet are provided for all children by the centre for the children's nap time. If a child soils their bedding, Public Health guidelines require us to send the items home with the child for laundering. Please return the clean laundered bedding to your child's teacher **as soon as possible**.
Sun hat and sun block lotion are required for the summer. Parents are asked to put their child's sun block on every morning prior to coming. Our staff will re-apply the sun block prior to the afternoon outdoor time).
Mittens, boots, and a winter hat are required for the winter. **All clothing/items must be labeled with your child's name.**

Food
McNicoll Avenue Childcare Program provides a nut free environment for your child/ren. Please help us to protect our children by not bringing in any treats with peanuts or nuts. Infants over 1 year of age, Toddlers and Preschoolers are provided with a hot, nutritious lunch and two snacks every day. Parents of Infants under 1 year of age need to bring in the formula, juice, cereal, crackers, vegetables, and fruits etc. **All food from home must be labelled with the child's name and the food identified** (to avoid any allergens within the room).

Parents of Toddlers and Preschoolers are asked **NOT** to provide lunch or food from home if possible. If your child is unable to eat from our menu because of allergies or any other food restrictions, please advise the Director.
Weekly menus are posted on each classroom's Information Board and are available to you through the online app. If your child has dietary restrictions or a food allergy, please notify the staff immediately in writing.

Special Circumstances:
If the child has or develops an allergy while in care and it potentially compromises the nutritional and/or health and safety of the child himself or the other children in care, the case will be reviewed by the ED in conjunction with the Board as soon as possible.

Birthday Celebration
If you wish to celebrate your child's birthday at the centre, you may provide (at morning drop off) mini cupcakes or a small nutritious treat to share with his/her friends, **but they must be peanut and nut free and have an ingredient list attached and handed directly to the teacher**. Due to allergies, food that contains nuts (cashews, hazelnuts, peanuts, walnuts, pistachios, pine nuts, almonds) are **NOT** allowed in the centre. In the event that you do not choose to send in a special snack, please let the staff know and they will make sure we still sing Happy Birthday at the afternoon snack time.

Please **do not** bring/send/leave **loot bags** or party items in the child's cubby or bring into the centre. Also, being present for the afternoon birthday time snack is not encouraged as it can be unsettling for the other children to have too many adults and others in the room at any one time. Thanks for your understanding with this matter.
Only MACCP may provide treat bags on special occasions from time to time (but not on birthdays).

Rest Period
All the children will have a rest period according to the CCEYA. Children in the Toddler and Preschool groups have a rest period not exceeding 2 hours in length; and are permitted to sleep, rest, or engage in quiet activities based on the child's needs.

Your child will be provided with a crib or cot with a sheet and a blanket. Cribs and cots will be sanitized weekly, and sheets and blankets will be changed and laundered weekly. PLEASE NOTE – if your child soils their sheet/blanket at school, Public Health requires **soiled clothing/sheets to be sent home for cleaning**. Please ensure the clean sheet/blanket **is returned to us ASAP**.

Toys
Please encourage your child to leave all other possessions (toys, books, games, and sports equipment.... etc.) **at home**. The centre has a more than adequate supply of toys for the children to use. The centre will not be responsible for lost, broken or stolen items.

Weather Policies
Outdoor play time will be used to support children's immune systems. It is important that children be dressed for various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable seasonal clothing, hat, and footwear are provided as well as individually labeled sunscreen.

Cold Weather
It is our practice that children go out to play during the winter when the temperature is cold. MACCP believes that this is healthy for the children, contributing to better overall health. It is an important part of the children's daily activity and requires practice within the Childcare Early Years Act (CCEYA). The following conditions apply:

- All children must be appropriately dressed for winter outdoor play (i.e., snow pants, warm jacket, hats, mittens, boots, and neck warmer – **NO scarves**)

Note: Children who do not have any of these items will be given some from MACCP's limited supply of extras

- MACCP staff will ensure that all children are dressed appropriately before taking them outdoors
- Once outdoors, staff have planned activities which keep the children moving as much as possible
- Any wet clothing will be removed once indoors. Parents must keep a complete set of extra clothing (socks, underwear etc.) in their child's basket, so that staff can ensure that children have dry warm clothing when they go outdoors

Conditions for Not Going Outdoors in Winter:

- If it is colder than -10 degrees Celsius with or without a wind chill. This is the guideline used by Public Health for a cold weather alert
- The wind chill reaches a level at which Environment Canada issues a warning for outdoor activity
- Extreme weather conditions such as a blizzard or ice storm

Environment Canada #: (416)-661-0123

Heat/Smog
MACCP commits to the following actions during a Smog Alert:

- Limit children's outdoor activities for the duration of the smog alert; reschedule outdoor field trips until after the smog alert is lifted
- Reschedule children's outdoor activities to occur earlier in the day, when air pollution levels may be lower; provide low level activities outdoors for short periods of time only; provide plenty of water to prevent dehydration; avoid being in the full sun when possible
- Monitor children's comfort regularly. If children experience any symptoms, such as coughing, wheezing, chest tightness, and/or difficulty breathing, reduce outdoor activity level or move children inside, preferably to an air-conditioned environment
- Pay attention to children who have pre-existing health conditions such as asthma
- Staff will check the weather app for the daily smog alerts
- When a smog alert is issued, this means that a smog alert day is forecast for the same or the following day. The centre will print and post the details on the Parent Board and when the smog alert is terminated

If Environment Canada issues a Heat Alert advisory, the children will remain indoors. If Environment Canada issues a Smog Alert, the children will go outdoors but will remain on the playground premises. Walks and park activities will be cancelled on these days. The staff will shorten the time spent outdoors. Water will be available to children at all times.

Rain
During heavy rainfall or storms, outdoor play will be cancelled.

Sun/Sun block
During the summer months, parents are to supply MACCP with sun block for their child(ren).
Parents are responsible for applying sun block to their child(ren) **every day before arriving** at MACCP.

The following conditions apply to sun block use:
- Signed permission forms for staff to apply the child's own sun block prior to outdoor play will be required as part of the enrolment/registration process
- Sun block SPF 30 or higher is recommended
- Staff will check the expiry date on the sun block to determine if it can be used
- Sun block that has expired will not be used and parents will be informed if it needs to be replaced
- Sun block will be applied 20 - 30 minutes before the children go out so it can reach the proper protection level. Hands will be washed between applications to each child, when/if the staff's hand touches the child's skin
- Staff will apply sun block generously, using a barrier (see Public Health) to each child on clean dry skin
- Sun block will be reapplied a minimum of every 2 hours when outdoors on a trip or in water. During the regular daily activities, sun block must be applied by the parents in the morning and by the staff in the afternoon before going outdoors
- Sun block should be applied on cloudy and foggy days as well

Field Trips
Rarely, an off-site field trip may be planned for the Preschool children. The purpose of the trip is to provide aesthetic, cultural, intellectual, athletic, and/or social experiences. Individual parental consent forms will be sent home when the trips involve the use of transportation.

When field trips and outdoor education experiences are part of our activities, it is expected that all Preschool children will participate. There is no alternate care provided should you choose not to have your child join in the scheduled field trip.

Some parent volunteers are needed to accompany us on any off-site field trip. A Volunteer Trip Policy is in effect and must be read, signed off, and adhered to annually by any and all volunteers/parents. This includes proof of a current CLEAR police reference check and vulnerable sector screening or proof of application (paid for by the parent) and a signed offence declaration that the parent has not committed any offences listed on the form. Failure to provide these documents will result in the centre's refusal to allow the parent to volunteer on any field trips.

Fundraising
Since McNicoll Avenue Childcare is a non-profit centre, program enrichment (i.e., extra toys, supplies, new equipment) may require from time to time extra money collected through fundraising. The centre encourages all parents to participate in our various fundraising drives as needed.

Smoke Free Environment
McNicoll Avenue Childcare Program provides a smoke-free environment for the staff, children, and their families. Smoking prohibiting signs are posted throughout the childcare area including the entrances and exits. It is unacceptable for staff, volunteers, parents, and visitors to smoke on the premises or in the presence of the children (i.e., field trips, walks etc.)

Standing and Recreational Bodies of Water
MACCP prohibits the use of and access to all standing bodies of water (e.g., ponds) and recreational in-ground / above-ground swimming, and/or portable "kiddie" wading-type pools, during operating hours. As physical exercise, play-based learning, and sensory exploration are important to children's healthy development, MACCP encourages the use of sprinklers, hoses, or water tables, under close supervision of staff as safe alternatives during cooling or play/sensory activities in the summer months.

Privacy Policy

McNicoll Avenue Childcare Program has provided this privacy policy to describe how we handle personal information, and to assure us of our continuing commitment to protect all personal information in our custody and/or control.

Identified Purposes
McNicoll Avenue Childcare Program collects uses and discloses personal information for purposes limited to those which are related to the provision of childcare services. Such purposes include the following:

- To meet legislative, regulatory, and licensing requirements.
- To process, track and maintain child enrolment and re-enrolments.
- To process enrolment fees, subsidy, and receipts for child tax credit purposes.
- To record, process and collect outstanding enrolment fees.

- To assess and implement centre policies, practices, and programs.
- To maintain up to date records.
- To communicate with parents/guardians.
- To meet and respond to daily care needs.
- To respond to emergencies, including communication with emergency contacts, hospitals, and/or medical practitioners.
- To provide the centre's personnel and third parties with necessary medical information (e.g., dietary restrictions, allergies).
- To provide financial institutions with the necessary information to process payments.

Retention Policy
Records containing personal information collected by the Centre may be retained indefinitely unless otherwise requested. In the event that you no longer wish the Centre to store your personal information, you may contact us, and we will ensure that the records are destroyed, subject to retention periods required by law.

Safeguards
McNicoll Avenue Childcare Program will protect your personal information by security safeguards appropriate to the sensitivity of the information. Safeguards will vary depending on the sensitivity, format, location, and storage of personal information.

Access and Accuracy
Individuals have the right to access their personal information that is held by the centre. All access requests must be made in writing. We will respond to written requests within a reasonable time (generally within 30 days).
We will use our best efforts to ensure that personal information that is used on an ongoing basis is accurate, complete, and up to date. If an individual successfully demonstrates the inaccuracy or incompleteness of personal information, we will amend the information as required.

Transfers and Disclosures of Personal Information
In order to meet the purposes, set out above, the centre may transfer or disclose your personal information to:

- Service providers, including an organization or individual retained by the centre to perform functions on its behalf, such as catering, administrative, and financial services.
- An organization or individual engaged by the centre to evaluate creditworthiness or to collect outstanding debts.
- The school administration, which provides services and resources to the centre.
- Any third party or parties, including government agencies, where the centre has received consent for such a disclosure or where disclosure is required or permitted by law.

When personal information is transferred by the centre to third parties, we use contractual or other means to ensure that the information is handled confidentially and in accordance with this policy and applicable privacy legislation.

Consent
By submitting personal information to McNicoll Avenue Childcare Program you agree that we may collect, use, and disclose such personal information in accordance with this Privacy Policy and/or as required by law.

Subject to legal or contractual requirements and reasonable notice, you may refuse or withdraw your consent to our use of your personal information for certain purposes at any time. However, if you refuse to consent or withdraw consent previously given, we may be limited or unable to provide some or all of our services to your family.
The way in which we seek consent, including whether it is expressed or implied, may vary depending upon the sensitivity of the information. In addition, in certain circumstances as permitted or required by law, we may collect, use, or disclose personal information without the knowledge or consent of the individual. These circumstances include personal information which is subject to solicitor-client privilege or is publicly available; where collection or use is clearly in the interests of the individual and consent cannot be obtained in a timely way; to investigate a breach of an agreement or a contravention of a law; to act in respect to an emergency that threatens the life, health or security of an individual; for debt collection; or to comply with a subpoena, warrant or court order.

Changes to the Privacy Policy
McNicoll Avenue Childcare Program reserves the right to modify or supplement this Privacy Policy at any time. If we make a change to this policy, we will make the revised policy and changes available upon request.
Inquires or Further Information
Any questions or concerns related to this Privacy Policy or the handling of personal information by the Centre should be directed to the Executive Director at (416) 499-9743. If you are not satisfied with our response to a privacy-related matter, you may contact the Office of the Privacy Commissioner of Canada at 1-800-282-1376 or at **www.privcom.gc.ca**
You are asked to sign the form in the Registration Package where indicated to confirm that you have received, reviewed, and understand the Privacy Policy in this Parent Handbook.

Parent Contract Terms
By signing this Parent Contract ("Contract"), parent members of McNicoll Avenue Childcare Program (MACCP) agree to abide by its terms, statements of principle and the rules and regulations of the Centre, and the parental responsibilities under the program in which the child is enrolled.

Statements of Principle
- MACCP is a non-profit, community-based childcare centre located in the former McNicoll Avenue Public School (the "School").
- MACCP is a tenant of the Ministry of Infrastructure Ontario
- The Centre is committed to providing high-quality childcare and offers programs that provide a unique opportunity for the children to develop skills in social, physical, emotional, cognitive, and creative areas.
- The program components strive to meet the needs of each child and to create an atmosphere that fosters co-operation and responsibility.
- The Centre is governed by a Board of Directors comprised of parents, staff, and community members.

Contract Terms:

Personal Information
1. I hereby consent to the collection, use and disclosure of my parental and my child(ren)'s personal information by MACCP for the purposes of providing childcare services to my child(ren) enrolled in MACCP. I understand that the Centre protects the privacy of all personal information in its possession in compliance

with prevailing privacy legislation and in accordance with the MACCP's Privacy Policy, which I acknowledge has been provided for my review and agreement.

Fees

2. A security deposit is due at the time of registration. The deposit will be returned on the last day of care, as long as one month's written notice has been received, and all outstanding fees have been paid in full. The deposit is non-refundable if I change my mind prior to my child's enrolment. Monthly fees are invoiced directly to one parent's email and is due on the first of the month for that month. Fees received after the 1st of the month will be subject to a $30.00 past due payment penalty.
3. A $30.00 processing fee is imposed for "Non-Sufficient Funds" (NSF) and is payable immediately. In the event of a second, subsequent NSF charge, monthly fee payments will need to be paid by certified cheque for each subsequent month.
4. In the event of unforeseen circumstances requiring changes to the delivery of our program or impacting the cost of operation of the Centre for any one day or for any period of time, the Centre reserves the right to charge additional fees.
5. The MACCP reserves the right to increase its fees at any time in the event that any government funding to the Centre is reduced or eliminated. MACCP will use its best effort to provide parents with reasonable notice of any cuts to the government funding provided to the Centre.
6. Parents agree to pay any increased fees regardless of how much notice is given for the fee increase as long as the centre adheres to the current CWELCC parameters.

Days of Operation/Programming

7. The normal days and hours of operation for the Centre are Monday to Friday, 7:30 a.m. to 6:00 p.m. MACCP will be closed on all statutory holidays. This includes Easter Monday and one extra day during the Toronto School Boards Christmas Break. The Board will annually determine the specific date of this day and will then inform everyone. We will close early in the afternoon on the last working day before Christmas Day and New Years' Day. You will be informed in advance of the exact time of closure.
8. The annual 2-week summer closure in August is not included in monthly fees. The fees for that month will be prorated to a daily rate, and the fees will be charged only for the remainder of days in August outside of the closure.
9. MACCP reserves the right to change its programming, or not to offer certain programming at all, in its sole discretion. This includes the decision to not open for business on any day or days.

Hours of Operation

10. MACCP opens at 7:30 a.m. The Centre assumes absolutely no responsibility or liability for children left in or near the premises of the Centre prior to the opening at 7:30 a.m. Parents who leave children on or near the premises of the Centre prior to this time will be considered in breach of this Contract, at minimum, and the Contract may be terminated. Police or other authorities may also be alerted.
11. The person dropping off the child shall ensure that the child is taken directly to a staff member, and that the child is signed in by a staff member.
12. MACCP closes at 6:00 p.m. If the child is picked up after 6:00 p.m., a late charge of $1.00 per minute, per child will be levied. At 6:00 p.m. the Centre will call the child's home, parents' work and/or emergency contacts. If the Centre is unable to reach either the parents or a designate within one hour of the designated pick-up time, the Children's Aid Society and the Police will be notified. **Parents who breach this provision will be documented and second or subsequent breaches are a cause for termination of this Contract.** At the discretion of the Executive Director, and as reported to the Board of Directors, the above procedure may be

waived by the Executive Director in cases of severe weather, which causes **significant** delays on major traffic routes, or in the event of catastrophic circumstances on major roadways leading to blockage of the roadway(s). In such an event, the parent shall keep MACCP regularly updated on their progress towards having their child picked up and no record shall be kept of the late pick up. Irrespective of the above, the Executive Director may advise the Board of Directors and recommend action to be taken in any instance where the parent failed to keep the Centre appraised of efforts to pick up the child or where the parent was not impacted by the traffic or weather circumstances and action, including termination of this Contract, may ensue.

13. Only pre-authorized persons ("escorts") designated on the child's registration form/Emergency card may pick up the child. An escort who has not been designated on the child's registration form may pick up the child only if prior specific written consent to a Staff member of MACCP for that particular escort to pick up the child has been given. If the staff member is not satisfied that the person picking up the child is the authorized escort, he/she will refuse to release the child to the person. All escorts must be 16 years of age or older (14 years of age or older if the escort is a sibling with written documentation).
14. In the event that the person picking up the child arrives in an intoxicated state or under the influence of drugs, in the opinion of the staff or as noted by another parent or adult person, or appears to the staff or other adult to be under the influence of or to have consumed any drug or alcohol, even if not impaired, in the opinion of the staff member, the senior staff member on the premises of the Centre at the time will use her discretion to determine whether the child can be safely released to the pick-up person. Staff are strictly prohibited from releasing a child to any person who appears to be under the influence of drugs or alcohol if the pick-up person is operating a motor vehicle. An emergency person and/or the police may be contacted by the staff person to ensure the safe release of the child from the Centre. The parent will be given a warning that the Centre does not tolerate such behaviour. Any violation may result in termination of this Contract.

Medical, Allergies, Illness

15. The parent shall submit completed registration forms that include medical and health care information, immunization record and parents' consent for medical treatment form prior to the first day of attendance in the program. The parent shall keep the immunization record on file with the Centre up to date. MACCP can require that the parent update such a record at any time. Failure to comply with this requirement may result in termination.
16. Children who have been sent home the previous day(s) will only be re-admitted to the Centre if the child is 24 hours' symptom free (48 hrs' symptom free of diarrhea/vomiting). This includes, but is not limited to, instances of head lice.
17. In the event that the child has food or other allergies, such information must be disclosed to MACCP, and the parent must provide a current treatment plan and medication if necessary. In the event of food allergies, in addition to the foregoing, the parent is required to provide alternate snack/lunches if the child cannot consume the snack/lunches provided by the Centre (food from home must be peanut/nut free and main ingredients listed).
18. In the event that the child is anaphylactic, it is mandatory for the parent or child's physician to provide an overview of signs and symptoms of anaphylaxis for their child according to the doctor's instructions. The parent must also provide the childcare with an up-to-date auto-injection kit, replace it prior to it expiring and ensure that their child's file is kept up to date.
19. All medication must be prescribed by a doctor. Medication must have an up-to-date label with the child's name on it and prescribing doctor and pharmacy contact information. Staff will only administer prescription medicine in the original bottle provided. Medication forms must be completed and signed, or medication will **NOT** be administered.

20. Upon the determination or suspicion that the child has developed or is developing the symptoms of any illness, the parent or emergency contact, depending on the circumstances, will be notified immediately. The child must be picked up from MACCP within one hour of such notification. If the child is not picked up within the hour, the Executive Director will report the occurrence to the Board of Directors for review and consideration of action, ranging from a warning to termination, in the opinion of the Board.

Accidents

21. An accident report will be completed, and a copy provided to the parent for accidents that do not require medical attention. In case of a serious accident requiring medical attention, a staff member will accompany the child to the hospital. The parent consents to the transportation of the child to the emergency department of the nearest hospital, by ambulance, if necessary, with no liability to the staff of MACCP. In the event of an emergency, if the parent is not immediately available, an attending physician may hospitalize and/or secure treatment as deemed necessary.

Required Attire

22. Children who are not dressed according to the weather for outdoor play negatively impact the ability of the Centre to fulfill programming requirements. If a child is not appropriately dressed, he/she will be given Centre clothing to wear.
23. The child will have an extra change of clothing left at the Centre, labelled with his/her name on all items.

Parent Volunteers

24. Each parent volunteer joining us on a Field Trip is required to read and sign off on our Volunteer Policy booklet annually.
25. Any breach of the Confidentiality Agreement by a parent volunteer or their designate will result in appropriate sanctions and consequences, to be determined by the Board of Directors, including but not limited to a prohibition on any further participation or termination. The Board will consider a statement from the affected staff member or other person (victim) in determining the consequence of the breach; however, the statement is merely one factor in that determination.

Pictures/Videos

26. Pictures and/or videos of a child may be posted and/or shown in the various classrooms of MACCP as part of the various activities of the program. It is expressly prohibited for MACCP to sell or use the pictures or videos for any other purpose.
27. MACCP may video and/or monitor classroom activities and interactions involving the children and staff (paid and volunteer) at any time for the purpose of monitoring employee development and training, and to ensure that quality childcare is provided to all children. It is expressly prohibited for MACCP to sell or use the video for any other purpose. Video will be sent to the individual child's portfolio through the communication app. Parents are able to download photos/videos from the app until the child is withdrawn from care.

Notice of Withdrawal

28. A minimum 30 days' **written** notice prior to withdrawal of the child from MACCP must be given. The security deposit will be returned on the child's last day of care as long as the correct notice period has been received and no fees are outstanding.

Suspensions and Other Consequences

29. The Executive Director may determine in any instance that a child cannot adjust to the program, or that a parent has breached the parental responsibilities under the policies and procedures of the program, in which

event the provision of childcare services will be terminated. The Executive Director will determine the applicable written notice of termination unless the circumstances warrant more immediate removal of the child/termination.

30. All parents, guardians, family members and escorts shall conduct themselves in the manner set forth in the Code of Conduct. Any breach of the Code including, but not limited to, abusive behaviour on the part of any of these persons towards the children, staff, or premises of MACCP will be grounds for immediate termination of childcare without prior written notice.

Unexplained Absences

31. If the child is absent from the program for a 10-day period, and no phone call or contact is made with MACCP, childcare services will be terminated on the 10th day of absence, and any monies (including the deposit) will be forfeited. The parent will be notified in writing directed to the last address on file. Childcare may only then be resumed if the parent places the child on the appropriate waiting list and a place becomes available. Re-registration fees would be applicable.

Shared Custody

32. If the child participates in a shared custody arrangement or if custody is an issue, the Executive Director must be immediately advised in writing, confirming who has custody, and provided with a photocopy of the custody agreement or other legal document pertaining to the custody. MACCP's relationship will be with the parent who executes this Contract and MACCP assumes no responsibilities with regard to any other parent or party. In the event that the situation becomes unmanageable, in the opinion of the Executive Director, or in the event that MACCP cannot address the resource implications in any given situation, MACCP may terminate this Contract.

Grievances, Exemptions

33. Any grievance or request for exemption from any of the requirements of this Contract must be brought to the attention of the Executive Director, who is responsible for presenting the matter to either the Executive of the Board of Directors or the Board as a whole, in a timely fashion and in writing. The Board's response will be noted in the Minutes of the meeting. If the parent is dissatisfied with the Board's response, the parent may fill out a grievance form, and the matter will be referred for arbitration to an outside person selected by the Board at the Board's discretion and expense. The decision of the arbitrator is binding on both the Board and the parent and represents the final appeal of any issue.

Parent Code of Conduct

34. I have read and understand the Parent Code of Conduct and agree to the terms as stated in the policy. I have been given the opportunity to review it, ask questions if required, and confirm that no further clarification is necessary.

Lost or Stolen Items

35. MACCP is not responsible for lost or stolen clothing or any other lost or stolen items.

Annual General Meeting

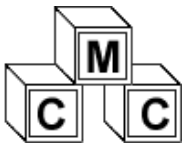
36. All members are required to attend the Annual General Meeting of MACCP, and any special meetings convened. Each member family is entitled to one vote at each Annual General Meeting, or any special meeting convened.

You are asked to sign the following Full Fee or Subsidized Contract where indicated to confirm that you have received, reviewed, and agree to follow the policies and procedures of McNicoll Avenue Childcare Program

outlined in this Contract and Parent Handbook:

Sample Parent Contracts

Full Fee Parent's Contract (sample)



McNicoll Avenue Child Care Program
155 McNicoll Avenue
North York, Ontario M2H 2C1
Telephone: (416) 499-9743
Fax: (416) 913-9743

I _____ acknowledge I have read the _____Parent's Handbook
(Name of parent/guardian) *(Year)*

of McNicoll Avenue Child Care Program. I hereby agree to abide by the policies and procedures of the Program, as outlined in the Parent's Handbook (posted on our website in the Resources section under the Admissions tab) and agree to enroll my child:

_____in the _____Program.
(Name) *(Infant/Toddler/Preschool)*

The monthly fee is $ _____. The program will commence _____ 20___.
(Amount) *(Date)*

I acknowledge that failure to abide with the terms and conditions as outlined in the Parent's Handbook and the centre's policies could result in the termination, by the Board, of this contract after two weeks' written notice.

I acknowledge that I am required to give a minimum of one month's written notice prior to withdrawal. The security deposit will be refunded only when the centre receives a full month's written notice of my intended withdrawal, and any outstanding fees have been paid in full. The deposit is non-refundable if I change my mind, regardless of the reason, prior to my child's enrolment.

Parent/Guardian's Name (please print): _____

Signature: _____

Date: _____

On behalf of McNicoll Avenue Child Care Program,

Executive Director: _____Date: _____
Lynn Lewis

McNicoll Avenue Child Care Program
155 McNicoll Avenue
North York, Ontario M2H 2C1
Telephone: (416) 499-9743
Fax: (416) 913-9743

Subsidized Parent's Contract Subsidy File: _____

I _____ acknowledge I have read the _____Parent's Handbook
(Name of parent/guardian) *(Year)*

of McNicoll Avenue Child Care Program. I hereby agree to abide by the policies and procedures of the Program, as outlined in the Parent's Handbook (posted on our website in the Resources section under the Admissions tab) and agree to enroll my child:

_____in the _____Program.
(Name) *(Infant/Toddler/Preschool)*

The program will commence _____ 20__.
(Date)

The monthly fee is based upon the assessed daily fee contribution. I am responsible for fulfilling all the requirements of the Toronto Children's Services necessary to maintain the subsidy. If I become ineligible for subsidy, I am responsible for paying the full monthly fee.
Also, if my child is absent for more than 35 days in the calendar year, and/or is absent for more than 20 consecutive days, I am responsible for paying the full fee daily rate for any subsequent absences. My child must be in attendance here on their final day of care prior to withdrawal, or the full fee will be charged each day of absence, up to the withdrawal date.

I acknowledge that failure to abide with the terms and conditions as outlined in the Parent's Handbooks could result in the termination, by the Board, of this contract after two weeks written notice.

I acknowledge that I am required to give a minimum of one month's written notice prior to withdrawal. The security deposit will be refunded only when the centre receives a full month's written notice of my intended withdrawal, and any outstanding fees have been paid in full. The deposit is non-refundable if I change my mind, regardless of the reason, prior to my child's enrolment.

Parent/Guardian's Name (please print): _____

Signature: _____

Date: _____

On behalf of McNicoll Avenue Child Care Program,

Executive Director: _____Date: _____
Lynn Lewis

Acknowledgement and Receipt of Security Deposit (sample)

McNicoll Avenue Childcare Program
155 McNicoll Avenue
North York, Ontario M2H 2C1
Telephone: (416) 499-9743
Fax: (416) 913-9743

Acknowledgement and Receipt of Security Deposit

I hereby acknowledge I have been informed that each child registered for care at McNicoll Avenue Child Care is required to pay 10 days of the full fee as my Security Deposit.

I acknowledge that my Deposit is non-refundable if my child does not come into care, regardless of the circumstance. I acknowledge that the Deposit is refundable only upon receipt of 1 month's written notice of my child's intended date of withdrawal and no outstanding debts are incurred.

Child's Name: _____ **Program**: _____

Admission Date: _____

Amount:

Deposit: 10 days x _____ = _____ (refundable as per policy)

Total Amount Owing: _____

Date of payment: _____

- ☐ Cheque_____
- ☐ Cash_____
- ☐ EFT (electronic funds transfer) (includes a small charge per transaction)

Parent's Signature: _____ Date: _____

Staff's Signature: _____ Date: _____

OFFICE USE:

Date of Withdrawal: _____ One Month Notice Received? ☐Yes ☐ No

Date and Amount of Deposit Returned: _____

Cheque#: _____

Deposit returned via: ☐mail ☐in person ☐on clipboard/cubbie