

MACAULAY TREE HOUSE DAY NURSERY



Parent Handbook

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Website: macaulaytreehouse.ca

About us:

We are licensed for 60 children

Hours of operation: 7:30 am to 5:45 pm Mon-Fri

We provide before and after school care, at a variety of schools within Muskoka.

Revised Date: January 2018

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Program Statement

Communication
Collaboration
Reflection Relationships
Exploration Documentation
Value WellBeing
Creativity
Health Competent
Caring Child Expression
Friendship Curious Play Belonging
Guardian Family Engagement
Parent Community
Educator

“When educators engage in continuous learning and questioning, exploring new ideas and adjusting practices, they achieve the best outcomes for children, families, and themselves.”

- How Does Learning Happen?

This Program Statement, together with the Reg. 137/15 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 well-being.

The Macaulay Tree House Day Nursery views children as competent and capable of complex thinking, curious individuals who are rich in potential. We are committed to providing children under its care with a positive learning environment and experiences in which each child's learning and development will be supported while using the How does Learning Happen (HDLH) Ontario's Pedagogy for the Early Years – 2014 as a document to guide our programming and pedagogy.

A. All staff, students and volunteers will promote the health, safety, nutrition, emotional and physical well-being of all children in their care.

- We provide nutritious, homemade meals and snacks following the Canada Food Guide.
- All classrooms are equipped with age appropriate equipment.
- We develop and provide programming that is individualized to each child's needs and interest.
- Children will have an outdoor time twice daily (weather permitting). In such cases that children cannot get outdoors due to weather there will be an active play time offered to the children throughout the day.
- We take each child's allergies and dietary restrictions seriously and post restrictions in high visibility areas including play and food preparation areas.
- We uphold high health and safety standards through strict adherence to policies relating to personal health and safety of children and staff.
- All of our staff are trained in Standard First Aid with CPR level C to ensure the children's safety.

B. Macaulay Tree House will support positive and responsive interactions among the children, parents, child care providers and staff.

- Connecting with each child and recognizing their individual uniqueness.
- Enabling children to develop strong relationships, learn together, and care about one another to create a sense of belonging.
- Integrate in our daily programming the unique perspectives, languages and cultures of the families in our care.
- Promote open communication between the staff and families both verbally and written on an ongoing basis. (Hi Mama, emails, daily reports, newsletters, etc.)

C. Our Registered Early Childhood Educators; teaching assistants and support staff will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

- We model and encourage positive interactions by:
 - guiding through problem solving;
 - using positive reinforcement;
 - providing the children with the resources required to enable self-regulation;
 - actively asking, listening, and understanding to teach empathy and respect; and
 - providing an environment in which children feel free to express their independence, opinions, feelings, and differences, all in a collaborative community setting that encourages belonging.

D. Macaulay Tree House will support learning through children’s exploration, play and inquiry.

- We encourage creativity through the programming we develop and facilitate, the physical environment we maintain, the resources we purchase, and the interactions we have with the children.
- We encourage the children’s learning through hands-on experiences, asking questions, maintaining a positive attitude, and encouraging participation and challenging them through new activities and ideas.
- We facilitate and provide supplies for open-ended art projects with a focus on process and not product.
- We encourage the children to ask questions and use their imaginations.
- We will provide flexibility in our daily routine, while building on children’s natural curiosity about the world around them.
- Programming plans.
- Staff observations and documentation.

E. With reference to “How Does Learning Happen?” our staff will provide opportunities for child-initiated and adult-supported experiences.

- Ensure programming is linked to the children’s daily observations and staff documentation.
- Staff will view every child as an active and engaged learner who explores the world with body, mind and senses.
- Playing with the children at their levels and supporting learning experiences.
- Staff will engage as co-learners and use the environment as a third teacher.
- Encourage creativity while allowing for open ended experiences.
- Follow the child’s lead.

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

- We plan for and develop positive learning environments and experiences through our age- and developmentally-appropriate programming and materials.
- We encourage individual diversity and celebrate differences and uniqueness with the children.
- We provide diversity of experience (activities that are creative, active, indoor/outdoor, quiet/loud, social/individual) so that each child can feel both comfortable and challenged throughout the day.
- We encourage learning through play that allows for customized development within each child.
- We perform the Nippising developmental screen, which is conducted within 30 days of enrollment and at each milestone thereafter to ensure we understand each child's developmental needs, preferences, and comfort zone.
- Individual support plans will be created for children with special needs to ensure inclusion within our programs.

G. Macaulay Tree House will incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, while giving consideration to the individual needs of all the children in care.

- Children will have an outdoor time twice daily (weather permitting). In such cases that children cannot get outdoors due to weather there will be an active play time offered to the children throughout the day.
- Ask families what works for them (feedback through surveys).
- Offer a variety of choices that meet the needs and interests of the children.
- Provide a variety of experiences.
- Following the child's lead with programming based off of their interests.
- Provide children with opportunities for physical activity.
- Parents will provide an individual daily schedule for their child to ensure their needs are being met in reference to rest and quiet time (this applies to daycare only).

H. Macaulay Tree House recognizes the importance of family, community, partnerships and communication. The staff will foster the engagement of ongoing communication with families about the program and their child's daily activities and development.

- We will use Hi Mama as a form of communication with our families. Families will receive daily logs on their children (daycare only).
- Newsletters and upcoming events will be distributed to families.
- Individual child portfolios will be kept and available to all families (daycare only).
- Staff will communicate with families during drop off and pick up times.

- Getting to know the families.
- The staff will use the “Nippissing Developmental Screening Tool” to assess the children’s development and identify any needs or “red flags” for each milestone. This tool will be completed in partnership with the parents (daycare only).

I. Involve local community partners and allow those partners to support the children, their families and staff.

Macaulay Tree House Day Nursery fully embraces the spirit of inclusion and is dedicated to nurturing each child in its programs by recognizing his/her unique interests, talents and needs. Each child is entitled to programming that is developmentally appropriate and engaging. We recognize integration as one of its goals and will endeavour to access the resource services available in our community to support the staff, children and families in our care.

- Inclusion and adaptation to meet the needs of individual children in partnership with Community Living, One Kids Place and/or any other relevant organization.
- Teaching children about our community and responsibility through partnerships with the local library, Pines, Ambulance, Fire department etc.

J. Support staff, in relation to continuous professional learning.

The Macaulay Tree House Day Nursery also understands the importance and quality in professional learning and supports all of the staff in this process.

- Posting upcoming opportunities for professional development.
- Financial Assistance available.

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

We will document and review our program statement to ensure positives relationships and effective programming for the children and their families.

- Review the Program Statement annually.
- Providing opportunities for feedback from families through surveys.

Communication

Macaulay Tree House Day Nursery will use a program called “HiMama” to communicate with you in regards to your child’s day. HiMama will be used in all of our classrooms to record activities throughout the day to keep you informed on everything from nutritional information to fun moments and learning activities. We will also use this program to send out newsletters and updating emails. This program will provide you with real-time email updates and access to a complete history of your child’s experience in our program with photos stored safely and securely in a journal format that you can access from home or on the go through HiMama’s mobile apps. If you would like to learn more

please visit their website at <https://www.himama.com>.

Board Information

Macaulay Tree House Day Nursery is governed by a ten (10) member, volunteer Board of Directors. The board primarily consists of, but is not restricted to, parents whose children are enrolled in our programs.

Each year in June the Board holds its Annual General Meeting and is open to the public. Parties interested in becoming a board member are asked to attend and put their name forward to be nominated. Board members are elected for a two (2) year term.

The Board of Directors meets once a month. All meetings are considered administrative and are open to Board members only. A parent interested in attending a Board meeting to observe may do so by obtaining advance approval from the President of the Board.

The Board consists of several committees: finance, personnel, property, program, and fundraising. A current list of Board Members and Committees is available on the staff room bulletin board.

Current Board Members:

President: Andrea Sibbick

Vice - President: Vidya Ledsham

Treasurer: Leesa Horsfield

Secretary: Meagan Rasmussen

Executive Member: Brea Lajambe

Other Members: Laura Barber, Ian Greig, Dave Chapman, Jennifer Lawrie, Vicki Nicholson.

Fundraising

Macaulay Tree House is a non-profit Child Care Centre; it is appreciated greatly when parents can participate in fundraising events sponsored by the Tree House. All proceeds from Fundraising events go directly back into the centre to purchase toys and equipment for our high quality programs for the children.

Staff

There is a qualified Early Childhood Educator that works in each classroom. Our staff is made up of a variety of backgrounds, with many years of experience in the child care field. All staff is required to hold a valid first aid/CPR level C certificate and is screened by the OPP before starting employment at the Centre.

We promote the ongoing professional development of our staff. All of our Early Childhood Educators are registered with the College of Early Childhood Educators.

For more information about the CECE please visit: www.collegeofcece.on.ca.

Waitlist

While following the regulation 137/15 Macaulay Tree House Day Nursery and the School Age Programs will ensure that families will not be charged a fee when placing their child on a wait list at any of their programs. The wait list will be administered in a transparent manner, and the information will be available to prospective parents while ensuring the privacy and confidentiality of the other families on the list.

Procedure:

1. Prospective families will contact the Executive Director/Manager or Supervisor of the School Age Program to place their child on a list.
2. Families will provide their name, contact information, child's name, child's date of birth, prospective days that their child requires care and the proposed start date.
3. Families will be placed on this list with priority of the date that they were added to the list.
4. As spaces come available families will be contacted by the Executive Director/Manager or the School Age Program Supervisor in the order they were added to the list and in the age appropriate category.
5. The Executive Director and the School Age Program Supervisor will keep notes indicating when they have contacted the families.
6. Internal families waiting for more days will supersede any families on the external wait list.
7. Families will be able to receive verbal confirmation of their space and position on the waitlist by contacting the Executive Director/Manager or School Age Program Supervisor.
8. If a family has been contacted and we do not receive a response within two (2) business days, we will move to the next person on the list. If a family has been contacted 3 times without a response they will be removed from the waitlist.

Enrollment

Registrations will be accepted on a first come basis. If designated spaces are full, your name will be placed on a waiting list. Registration forms must be accompanied with a non-refundable \$25.00 registration fee per family.

Macaulay Tree House is open Mon.—Fri. 7:30 am to 5:45 pm. and is CLOSED on all Statutory Holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day

- Thanksgiving Day
- Christmas Day
- Boxing Day
- Designated Holiday—Civic Holiday

PARENTS ARE REQUIRED TO PAY FOR STATUTORY AND DESIGNATED HOLIDAYS AS LISTED ABOVE.

The Centre will close at 3:00pm on Christmas Eve and New Year’s Eve.

Licensed Spaces:

Toddler – 25 spaces

Preschoolers – 35 spaces

PLEASE ENSURE THAT YOU KEEP YOUR CHILD’S FILE UP TO DATE.
(Address, contact #s, immunization etc)

Maintenance Policy:

Families will be charged a \$2.00 per week/per child maintenance fee. These fees will go towards major repairs such as tree removal, re-shingling and interior painting etc.

Child Care Fees:

Programs at the Day Nursery include lunch and two snacks; children must attend the same days each week, and subsidized spaces are available.

Room	Part-Time	Full-Time
Toddler	\$36.25	\$35.25
Pre-School	\$34.75	\$33.75

New fee pricing (as listed above) will take effect on September 4, 2017.

Part-Time Enrolment is less than 5 days per week.

Full-Time Enrolment is 5 days per week.

If you are unable to pick up your child by 5:45pm, please arrange someone else for pick up. **A late fee of \$1.00 per minute will be imposed for late pickup.** These fees are in no way connected to child care fees. Late fees must be paid in cash directly to the staff member. **Note: We ask for photo ID when picking up children.**

NSF charges will have a \$40.00 Service Charge levied on them. If we receive 2 NSF charges from a client, child care may be terminated.

Child care will be billed on a two (2) week billing cycle, pre authorized debit will be the form of payment required.

Two (2) weeks' notice is required to terminate your child's care. There will be no refund given for early withdrawal from the program.

Macaulay Tree House reserves the right to give one (1) weeks' notice to parents should it become necessary to terminate your contract.

Sick Days

If your child is sick and unable to attend, you will still be required to pay for this day. We would ask that you please telephone the Centre to let the staff know that he/she will not be attending that day.

Termination of Care

Parents are required to advise Macaulay Tree House Day Nursery's Manager at least two (2) weeks in advance of when they plan to remove their child(ren) from the Centre permanently. Parents who fail to advise the Centre of their intention to remove their child(ren) will result in two (2) weeks of fees being charged.

Failure to clear up your account prior to termination may result in legal action.

Sleep Routine

1. All employees will periodically perform a direct visual check of each sleeping child a minimum of every 30 minutes. Staff will be physically present and go over to the children while they are sleeping. Staff will verbally confirm with their co-workers that they have performed a periodical direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and look for indicators of distress or unusual behaviours. Staff will log in their daily logs, the time of day they did the check, how many children are sleeping, how many are awake, and record any indicators that they have observed.
2. Staff will ensure that there is sufficient light in the sleeping area or room to conduct direct visual checks.
3. Children will be assigned their own individual cots. Each cot is numbered and there will be a number assigned to each child. The list will be posted in the classrooms near the storage of the cots.
4. Parents will fill out a child profile form that includes a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request. The Child Profile forms will be kept in each classroom and the Teachers can refer to them when necessary.
5. Parents/Guardians of children who regularly sleep at Macaulay Tree House will be provided with a copy of our parent handbook to advise them of our policies and procedures regarding children's sleep.

6. If Staff observe any significant changes in a child's sleeping patterns or behaviours during sleep this will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep. Staff will also record in their daily logs any indicator of distress or unusual behaviour.
7. Staff will ensure that there are activities available to children who awaken early or that do not sleep.

Individual Plan for a Child with Medical Needs

Macaulay Tree House Day Nursery will ensure that an updated individualized plan for a child with medical needs is in place for each child who has one (1) or more acute (a condition that is severe and sudden in onset that, if left untreated, could lead to a chronic syndrome) or chronic (a long-developing syndrome that can develop or worsen over an extended period of time) medical conditions such that he or she requires additional supports, accommodations or assistance.

Macaulay Tree House will take the necessary steps to support the child's medical needs and ensure his or her inclusion in the program.

Parent Issues and Concerns

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

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

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

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

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a Child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the Simcoe Muskoka Family Connexions directly.

Persons who become aware of such concerns are also responsible for reporting this information to Simcoe Muskoka Family Connexions 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>

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director/School Age Program Supervisor. If they are still not satisfied with the response or outcome they may put their concerns in writing to the Board of Directors.

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

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

Contacts:
Executive Director of Macaulay Tree House: (705) 645-1959 ext. 1 mthhouse@bellnet.ca
School Age Program Supervisor: (705) 645-1953

treesap@bellnet.ca
Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333
childcare_ontario@ontario.ca
Simcoe Muskoka District Health Unit: (705) 721-7520
Simcoe Muskoka Family Connexions: (705) 645-4426
District of Muskoka, Children's Services: (705) 645-2412

Financial Assistance

The District Municipality of Muskoka provides subsidy for families who are eligible. Ask the Manager/Executive Director to assist you in seeking such assistance.

Inclement Weather

The manager will use his/her discretion as to when to close the day care due to inclement weather. In the event the Centre is closed, the Manager will contact the local radio station (The Moose, 99.5FM) to let them know that the Centre will be closed.

Emergency Management

Macaulay Tree House has emergency management policies and procedures in place. In the event of an emergency, parents will be contacted via HiMama and/or phone. Should an evacuation of Macaulay Tree House become necessary, our designated evacuation places are:

- The Pines Long Term Care Home: 645-4488
- Macaulay Public School: 645-5410

Should an evacuation be necessary, children would be moved to one (1) of the designated sites and the parents would then be contacted about the evacuation. Fire procedures are posted in the Centre for your information and Fire Drills are conducted once a month.

Clothing

You are required to provide a complete change of clothing consisting of pants, underwear, socks and tops (hat, mittens, scarf in the winter months) to be left in your child's cubby and a small blanket for rest period. Infants should be provided with a full day's supply of clothing and diapers. Toddlers should also be provided with a full day's supply of diapers as well.

Your child should wear play clothes that are comfortable and easy for him/her to handle. Clothing should be **CLEARLY MARKED WITH HIS/HER NAME**. Please keep in mind that your child will be working with messy art materials and may be more comfortable knowing it doesn't matter if their clothing becomes soiled.

Things from Home

Please do not bring toys or other treasures from home with your child. This way we avoid the disappointment of loss or breakage. Do, however, feel free to send a (one!) cuddly toy, teddy bear or doll for your child to accompany them during rest time. It is very reassuring for a young child to have something familiar with them at rest time.

Please be sure to label these items.

Vacation Time

For each child there will be a two-week vacation allowance per year (12 months). Vacation time must be used within the 12 months. The child's 12 month period will start on the month that the child is enrolled in the centre. Fees are not paid for this period. Your child must be enrolled for a period of six (6) months before they are eligible for vacation time. Vacation days can only be applied to days that your child is **NOT** in attendance at the centre, and a two (2) week written notice is given to the Executive Director or Designate prior to using this time.

Vacation allowance days are pro-rated in the following way:

If your child attends:	They are entitled to:
5 days/week	10 vacation days
4 days/week	8 vacation days
3 days/week	6 vacation days
2 days/week	4 vacation days
1 day/week	2 vacation days

Please note that you cannot use Statutory Holidays for Vacation Days.

Illness Policy

If your child becomes ill during the day, we will telephone you to arrange for him/her to be taken home **IMMEDIATELY**.

Young children are susceptible to infections. When a child has been ill, we require that they not return to the child care centre until they have been **SYMPTOM-FREE** (free of vomiting, diarrhea and fever) for 24 hours. Children are not permitted to return to the centre after 24 hours of symptoms arising; **they must be symptom-free for 24 hours.**

In the event of an outbreak (two children in the same class, with the same symptoms within 24 hours), children will be required to stay at home until they have been **symptom-free for 48 hours**. We appreciate your cooperation in regards to our illness policy.

We cannot honor requests to keep children inside due to a cough, cold or fever.

Children play outdoors daily, except in wet or extremely cold weather. They are out in the playground for at least two (2) hours per day, all seasons of the year.

If a child is not well enough to participate in the **ENTIRE** daily program, including outdoor time, they should be kept at home.

In discussion with the parents regarding the child's condition, a decision will be made by the Manager /Executive Director or Designate as to whether or not the child will be able to attend the daily program.

We **STRONGLY** suggest that each parent have a back-up provider for those days when your child will not be able to attend due to illness.

The Manager/Executive Director or Designate reserves the right to request a doctor's note certifying your child is in good health.

Medication Policy

Your child's health and safety is very important to us. **ALL** medication to be taken by your child during the Centre's hours of operation must be entered on a Medication Form. We must have written authorization from you to administer **ANY** medication. Only prescription medications **CLEARLY LABELED** in their **ORIGINAL, PHARMACY CONTAINER** will be administered. If medication labels on prescription medications have been altered in **ANY WAY** we will **NOT** administer these medications to your child.

Please notify us immediately if your child has been exposed to a contagious disease (i.e. lice, pink eye).

Anaphylactic Policy:

Macaulay Tree House Day Nursery is committed to taking a pro-active position regarding the prevention of anaphylaxis. It is the responsibility of the child's parent or guardian to inform the management of the anaphylactic/potentially anaphylactic allergy. An Emergency Plan with a photograph and description of the child's allergy needs to be signed by a physician and will be posted in the child's classroom, play areas and in the office. Macaulay Tree House requires that there is an extra EpiPens provided by the family for all field trips. Families that fail to comply with providing the proper amount of Epi Pens and or the signed Emergency Plan will not be allowed to attend the Program.

School Age Programs:

Macaulay Tree House also offers before and after school care programs. Our programs are available at Monck Public School, Macaulay Public School & V.K Greer Memorial Public. Before school opens at 7:00am and after school programs operate from 3:15pm to 6:00pm, Monday to Friday.

Program	Cost per Day
Before School	\$6.50
After School	\$11.00
Full Day	\$30.00

Arrival and Departures

It is the **RESPONSIBILITY OF THE PARENT** to ensure that your child is dressed and undressed upon arrival and departure, as well as to sign their child in and out each day. Each child will be provided with their own space for coats and belongings. If a child requires medication while in attendance at the Centre, you **MUST** fill in and sign a medication form upon arrival. Medication is to be placed in a pre-determined safe container and **NOT** left in cubbies or in diaper bags. If your child has had an early morning upset, it would be beneficial if you make us aware of this.

Field Trips

Macaulay Tree House recognizes the importance of field trips to its program. We ask however that you remember we are a non-profit organization and those excursions that require transportation cost money. We will do our best to plan and have the children participate in excursions that are close in proximity to the Centre and involve little or no cost, whenever possible. Parents will be advised as early as possible of planned excursions.

Child Care Supervision Policy

The Supervision of Volunteers and Placement Students Policy requirements are as follows:

- No child is supervised by a person less than 18 years of age.
- All adult volunteers and students will require a negative criminal reference check with vulnerable sector screening (this includes parents/guardians if they would like to participate in our programs and on field trips).

NOTE: Volunteers and students may not be counted in the staffing ratios.

Volunteer and student orientation shall include:

- Education about the settings policies, philosophy and needs of the children
- A copy of the parent handbook
- Copies of relevant CCEYA sections for reference
- Review of Policies and Procedures

Accident Procedure

All accidents must be documented and the parent will be notified either in person or by telephone. If a child has been seriously injured, the Provider will apply first aid and will take appropriate measures to obtain help. Parents will be informed of the situation involving their child as soon as possible. If a child has been taken to the hospital, parents will be contacted to meet them there. The Manager/Executive Director will accompany the child to the hospital and will remain with the child until the parent or guardian arrives.

In the event of a serious injury requiring medical attention, a Serious Occurrence form must be completed and reported to the Ministry of Education. In addition, a Serious Occurrence notification form will be posted for a minimum of 10 days to communicate information to parents/guardians about serious occurrences in the program.

Prohibited Practices

The following practices shall not be permitted:

- a) Corporal punishment of the child;
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

Macaulay Tree House supports the use of Positive reinforcements and Redirection/Diversion in situations that become escalated.

Informative Links for Families:

Child Care and Early Years Act: <http://www.ontario.ca/laws/statute/14c11>

District of Muskoka: <http://www.muskoka.on.ca/content/fee-subsidy-program>

College of ECE: <https://www.college-ece.ca/Pages/default.aspx>

Ministry of Education: <http://www.edu.gov.on.ca/childcare/>