

MACAULAY TREE HOUSE SCHOOL AGE PROGRAMS



2026-2027 Parent Handbook

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Macaulay Tree House 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 (MTH) 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

our 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. Promote the health, safety, nutrition, and well-being of the children.

- We provide nutritious 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 interests.
- Children will have outdoor time daily (weather permitting). In such cases that children cannot get outdoors due to weather there will be an alternative active play time offered to the children
- 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 our staff are trained in Standard First Aid with CPR level C to ensure the children's safety.

B. Support positive and responsive interactions among the children, parents, childcare providers, and staff.

- We connect with each child and recognize their individual uniqueness.
- We enable children to develop strong relationships, learn together, and care about one another to create a sense of belonging.
- We integrate into our daily programming the unique perspectives, languages, and cultures of the families in our care.
- We promote open communication between the staff and families both verbally and written on an ongoing basis (emails, daily reports, etc.).

C. 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;
 - 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. Foster the 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. Provide child-initiated and adult-supported experiences.

- We ensure programming is linked to the children's daily observations and staff documentation.
- Staff view every child as an active and engaged learner who explores the world with body, mind, and senses.
- We play with the children at their level and support learning experiences.
- Staff engage as co-learners and use the environment as a third teacher.
- We encourage creativity while allowing for open ended experiences.
- We 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
- Individual support plans will be created for children with special needs to ensure inclusion within our programs.

G. Incorporate indoor and outdoor play, as well as active play, and quiet time, into the day, and consider the individual needs of the children receiving childcare.

- Children will have an outdoor time daily (weather permitting). In such cases that children cannot get outdoors due to weather there will be an alternative active play time offered to the children.
- We ask families what works for them (feedback through surveys).
- We offer a variety of choices that meet the needs and interests of the children.
- We provide a variety of experiences.
- We follow the child's lead with programming based off their interests.
- We provide children with opportunities for physical activity.

H. Foster the engagement of and ongoing communication with parents about the program and their children.

- We e-mail newsletters of upcoming events to families.
- Staff communicate with families during drop off and pick up times.
- Getting to know the families.

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

- 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, The Pines, Ambulance, Fire department etc.

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

- We post 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 review the Program Statement annually.
- We provide opportunities for feedback from families through surveys.

Important Contact Information

School Age Program (SAP) Supervisor

Office: (705) 645-1953

Cell: (705) 641-9688

Macaulay Public School

School Office: (705) 645-5410

Program Contact Number: (705) 641-9687

Monck Public School

School Office: (705) 645-9986

Program Contact Numbers:

Group A – (705) 641-9684

Group B – (705) 641-8757

Group C- (705) 641-1470

Muskoka Falls Public School

School Office: (705) 645-2463

Program Contact Number: (705) 641-8976

EVACUATION LOCATIONS

Monck P.S. to Your Independent Grocer – (705) 646-1412

Macaulay P.S. to Macaulay Tree House – (705) 645-1956

Muskoka Falls to the Muskoka Falls Beach – Call the program phone (705) 641-8976

PLEASE NOTE: All children must be picked up by an adult who is 18 years of age or older. Children will only be released to those on your pickup list.

Board Information

Macaulay Tree House is governed by a volunteer Board of Directors, primarily consisting of, but not restricted to, parents whose children attend our programs. Each year in June the Board holds its Annual General Meeting (AGM). The month prior to the AGM, all persons interested in joining the Board are asked to put their name forward to be nominated. New Board members will be appointed at the AGM. Board members are elected for a two-year term. The AGM is open to the public.

The Board of Directors meets once a month. All meetings are considered administrative and are open to members only. Anyone interested in attending a Board meeting to observe can do so upon approval by the Board Chair. A parent may request an opportunity to appear before the Board as a delegation. Delegations shall submit their presentation in writing to the Chair of the Board.

List of Current Board Members:

Chair: Megan Sutherland

Co-Chair: Rebecca Heffernan

Past Chair: Brittany Corcoran

Directors: Nicole Burke, Mackenzie McNair, Amy Norris, Megan Visser

School Age Programs

Macaulay Tree House offers After School Programs at Macaulay Public School, Monck Public School and Muskoka Falls Public School, for children from Junior Kindergarten to Grade 6.

Before School Programs (Monck P.S. only) operate from 7:30am until school starts. After school programs operate from 3:10-6:00pm.

Full day programs operate from 8:00am-5:30pm on P.A. Days, Christmas Break and March Break, as per the TLDSB school calendar.

Macaulay Tree House School Age Programs do not operate on the following holidays:

New Year's Day

Family Day*

Good Friday

Victoria Day*

Canada Day

Civic Holiday*

Labour Day

Thanksgiving Day*

Christmas Day

Boxing Day

*Please note: as per Macaulay Tree House policy, parents will be required to pay for the holidays in bold above

In the event that we operate a program on Christmas Eve or New Year's Eve, the program will close at 3:00pm. Programs may be closed between Christmas and New Year's.

Summer Camp

MTH School Age Program (SAP) offers a Summer Camp for children ages 4* to 12 during July and August. Summer Camp hours are 8:00am - 5:00pm.

We pack our summer months full of educational field trips, beach days, arts, games, sports and making new friends!

Look for camp calendar and registration in May!

The child must have already attended JK to enrol in SAP summer camp program

Fees and Payment

Macaulay Tree House is participating in the Canada Wide Early Learning & Child Care (CWLECC). Parents will be informed if the status of enrolment changes.

Monck P.S. Before School – \$7.50 per child per day (JK/SK)

\$7.00 per child (Grades 1-6)

After School – \$12.00 per child per day (JK/SK)

\$12.00 per child per day (Grades 1-6)

Full Day (PA Days, March Break, Summer Camp) – \$19.37 per child per day (JK/SK) (with CWLECC discount applied age 6 and under)

\$45.00 per child per day (Grades 1-6)

Please see enrolment procedure re: absent days

In the Brightwheel App parents are required to set up a payment method. Failure to keep fees current may prevent your child from being admitted to the programs.

Please ensure your account is current to ensure the future success of the School Age Programs.

Late Fees

There is a \$1 per minute late fee imposed for pick up after 6:00pm. This is separate from your regular fees and must be paid in cash directly to the Program Staff in recognition of their time.

School Age Program Enrolment Procedure

To enrol your child in the School Age Programs, a registration form will be sent to families through the Bright Wheel App, for you to complete before any child starts our program. Please ensure to add any allergies or medications that your child has so that we can create a medical plan.

****Parents are required to pay for statutory holidays, and any other absent days. The Programs do not credit any absent or vacation days.***

Full Day Program Enrolment Procedure

The School Age Programs offer full day programs for P.A. days, winter holidays, and March Break. The hours of operation are 8:00am – 5:30pm. Fees are \$19.37 per day per child (JK/SK) (with CWLECC applied up to the age of 6) and \$45.00 per day per child (Grades 1-6).

To register for the full day programs, a notice will be circulated to parents requesting their need for care. Parents who wish to have their child attend the full day programs will be ask to pre-register so that staffing and programming can be arranged (For summer program, please see the next section). ***We require notice ten business days in advance for cancellation of care for all full day programs.***

Children attending are asked to bring a **NUT-FREE** snack and lunch. The program will also provide one nutritious snack. Please note snacks are not provided during summer camps.

Summer Camp Enrolment Procedure

We offer a licensed summer camp program for the months of July and August. Summer camp programs include fun and educational field trips, beach days, science activities, creative art and lots of physical activity!

A completed registration package is required. Online registration opens in May each year and is available on our website.

It is essential to keep our records current. Please complete a “change in care” form whenever there is a change in your information. This form can be found on our website under the “contact” tab.

Changes to confirmed registrations must be made by June 1st. After that date, families will be billed for the week(s) that they have signed up for.

Macaulay Tree House recognizes the importance of various field trips during its program. Parents will be able to view a Summer Camp Calendar of the trips planned for Summer Camp Program.

Termination of Care Policy

Two weeks’ notice is required if you intend to cancel your child’s care. This includes cancelling care for partial or all days. Macaulay Tree House reserves the right to give one week’s notice to parents should it become necessary to terminate your contract.

**Please note that this does not apply to Summer Camp **

Wait List Policy

Macaulay Tree House will ensure families will not be charged a fee when placing their child on a wait list for 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 complete the online registration form found on our website. Families will provide their name, contact information, child's name, child's date of birth, prospective days their child requires care and the proposed start date.
2. If the program is full, the child will be added to our waitlist automatically and the family will be notified via email.
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 SAP Supervisor in the order they were added to the list and in the age-appropriate category.
5. The SAP 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 SAP Supervisor.
8. If a family has been contacted regarding a spot, and we do not receive a response within two business days, they will be removed from the list.

Prohibited Practices

The following practices *shall not* be permitted by anyone including staff, student volunteers, and parents during operation of the program:

- Corporal punishment of a child.
- Physical restraint of a child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the childcare centre for the purpose of confining a child or confining a child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use 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.
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Macaulay Tree House supports the use of positive reinforcement and redirection/diversion in situations that become escalated. Parents will be notified of any unusual behaviours or any ongoing difficulties with their children.

Behaviour Policy

We strive for programs that are safe, fun and age appropriate. In doing so, Macaulay Tree House must have rules in place that are agreed upon by all parties. A certain level of behaviour is expected from the participants in order to make the programs a safe and rewarding experience for the children and staff in attendance.

Children's responsibilities:

1. Safe behaviour at all times.
2. Respect for others and equipment.
3. Interaction that is courteous and positive.
4. Participation in all aspects of programming

Staff responsibilities:

If a child has difficulty in working cooperatively in the program, the following will be the course of action:

1. The child will be asked to work on problem solving the issue.
2. The parents will be notified concerning the incident and hopefully work together with the child and the program to solve the issue.
3. As a last resort, if inappropriate or unacceptable behaviour continues or is severe, your child may be suspended or asked to leave the program.

Supervisor's expectation:

The following behaviours will be deemed unacceptable and followed by suspension or expulsion from the programs if thought to be in the best interest of the program. The SAP Supervisor and the Executive Director will review each case before reaching a final decision:

1. The child chooses not to respect appropriate expectations while attending the program, therefore placing the child, his/her peers and or the program staff at risk. Including any type of physical violence and or reoccurring behaviours beyond the capacity of the program.
2. A child leaves the premises (playground or school property) without parental or staff permission.

Parent expectations:

Parents are expected to treat all staff, volunteers, parents and children of Macaulay Tree House with respect.

Everyone including staff, students, volunteers and parents, while at the daycare or attending daycare related activities, are expected to comply with Macaulay Tree House's program statement, policies and procedures and the requirements of the *Child Care and Early Years Act*.

For volunteers and parents who do not comply with Macaulay Tree House's program statement, policies and procedures, disciplinary measures can be taken which range from a verbal warning, to being asked to leave the daycare and/or have their child's care terminated, if applicable.

Bullying Policy

Purpose

We strive for programs that are safe, inclusive, fun, and age appropriate. In doing so, Macaulay Tree House Day Nursery must have rules in place that are agreed upon by all parties. A certain level of behaviour is expected from the participants to make the programs a safe and rewarding experience for the children and staff in attendance. The purpose of this policy is to define and outline the MTH plan for bully prevention and intervention.

Definition of Bullying

Bullying is defined as aggressive and typically repeated behaviours including use of any physical, verbal, electronic, written, or other means.

The behaviour is intended by the child to have the effect causing harm or fear to an individual, including physical, psychological, social harm, harm to the reputation or property of an individual. It creates a negative environment for the individual.

The behaviour occurs where there is a real or perceived power imbalance between the child and the individual based on numerous factors including but not limited to strength, size, age, peer group power, economic status, social status, religion, ethnic origin, sexual orientation, family circumstances, intelligence, gender, race, or disability.

Responsibilities:

Children's responsibilities:

1. Safe behaviour at all times.
2. Respect for others and equipment.
3. Interaction that is courteous and positive.
4. Participation in all aspects of programming

Parent Responsibilities:

1. Parents are expected to treat all staff, volunteers, parents and children of Macaulay Tree House with respect.
2. Everyone including staff, students, volunteers and parents, while at the daycare or attending daycare related activities, are expected to comply with Macaulay Tree House's program

statement, policies and procedures and the requirements of the *Child Care and Early Years Act*.

3. For volunteers and parents who do not comply with Macaulay Tree House's program statement, policies and procedures, disciplinary measures can also be taken which range from a verbal warning, to being asked to leave the daycare and/or have their child's care terminated, if applicable.

ACTIONS:

- An incident report is to be filled out by staff on any reports or sightings of bullying.
- The parent/guardian is contacted by telephone and a letter is sent home outlining the incident.
- If there is another incident/complaint of bullying against the child, then the consequences can escalate for the child based on the discretion of the Executive Director.
- Removal from program may be applied if the bullying behaviour continues.

The implementation of these steps are viewed on a case by case basis and is at the discretion of the Executive Director.

The Executive director has the right to:

- a) impose a suspension of daycare privileges
- b) consult a Behaviour Management Specialist or other supportive services
- c) limit the child's hours of attendance or
- d) termination of care if thought to be in the best interest of the Program. In case of termination, the two-week notice period would be waived.

Please note: Any aggressive, violent, or intentional aggressive behaviour that endangers the child, other children, staff, equipment, or building will not be tolerated. In these extreme cases, the child will have their spot permanently revoked without prior warning.

Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program.

Vexatious Behaviour Policy

Vexatious behaviour refers to actions, communications, or complaints made by a parent, guardian, or individual that are persistent, unreasonable, aggressive, or intended to intimidate, harass, or undermine staff, volunteers, or the program.

Macaulay Tree House is committed to maintaining a safe, respectful environment for children, families, and employees. Vexatious behaviour will not be tolerated.

Examples of Vexatious Behaviour

- Repeated unfounded complaints made despite clear explanations or resolutions
- Aggressive or hostile communication toward staff

- Attempts to intimidate or coerce staff
- Misuse of communication channels (e.g., excessive messaging, escalating minor issues)
- Harassment or personal attacks, including online or through social media

Policy Expectations

Parents/guardians must communicate with staff in a respectful, cooperative, and solution-focused manner. Staff are expected to do the same.

If vexatious behaviour occurs:

1. Staff may end the conversation and refer the matter to the Supervisor.
2. The SAP Supervisor may issue a written notice outlining expectations for future communication.
3. Continued behaviour may result in:
 - Restricted communication channels (e.g., email only)
 - Meetings requiring a third-party present
 - Temporary suspension of care
 - Termination of care if behaviour compromises safety or well-being

Dual Relationship Policy

A dual relationship occurs when a staff member, student, volunteer, or representative of Macaulay Tree House has both a professional relationship and an additional personal, social, financial, or family relationship with a child or family enrolled in our programs. Dual relationships can create conflicts of interest, compromise professional boundaries, or affect the safety and well-being of children.

Macaulay Tree House is committed to maintaining clear, ethical boundaries to ensure that all interactions remain professional, equitable, and in the best interest of the children.

Definition of a Dual Relationship

A dual relationship exists when a staff member or volunteer has any of the following with a child or family in addition to their professional role:

- Family connection — biological, marital, or extended family
- Friendship or social relationship
- Financial or business relationship
- Caregiving outside the program — babysitting, tutoring, transportation, etc.
- Online or social media connection

Policy Expectations

- Staff, students, and volunteers must disclose any existing dual relationship to the School Age Program Supervisor immediately.

- Staff may not provide private childcare services (e.g., babysitting) for families currently enrolled in the program.
- Staff may not accept gifts, favours, or financial benefits from families beyond small tokens of appreciation that comply with organizational guidelines.
- Staff may not engage with families on personal social media accounts.
- Staff must maintain professional boundaries at all times, including communication, physical contact, and interactions outside program hours.
- Staff may not transport children in their personal vehicles unless explicitly authorized under emergency procedures.

Rationale

This policy protects:

- Children — by ensuring consistent, safe, professional care
- Families — by preventing conflicts, favouritism, or blurred boundaries
- Staff — by reducing risk of allegations, misunderstandings, or ethical conflicts
- The organization — by upholding legal and regulatory standards under the CCEYA

If a Dual Relationship Cannot Be Avoided

In small communities, some dual relationships may be unavoidable (e.g., staff and families who know each other socially or through school). In these cases:

- The relationship must be reported to the Supervisor
- A plan for maintaining boundaries will be created
- Staff may be reassigned to avoid direct responsibility for the child when possible

Non-Compliance

Failure to follow this policy may result in:

- Documentation and coaching
- Formal disciplinary action
- Suspension
- Termination of participating in an MTH programs

Illness Policy

If a child becomes ill while attending the programs, the staff will call the parents to make arrangements for the child to be taken home. Parents are then required to pick up their child within 30 minutes of receiving the call. We are unable to keep children inside due to illness. We strongly suggest that parents have a backup provider for days when children will not be able to attend the program due to illness. If your child is pre-registered on a specific day and they are unable to attend

due to illness, we ask that you send a message through the Brightwheel App letting the staff know of their absence. ***Fees will still be charged for sick or absent days.***

Administration of Medication

Macaulay Tree House Day will administer prescription medication in accordance with the Child Care and Early Years Act.

Only prescription medications clearly labeled with the child's name and in their original pharmacy container will be administered. If medication labels on prescription medications have been altered in any way, we cannot administer these medications to your child. Macaulay Tree House agrees to the administration of non-prescription drugs under special circumstances only. The Executive Director and/or SAP Supervisor will define special circumstances and written authorization from the family physician must accompany the drug.

Anaphylactic Policy (As per policy #6730)

It is the responsibility of the child's parents to inform Macaulay Tree House leadership team of their child's anaphylactic/potentially anaphylactic allergy. A photograph and description of each child's allergy will be posted in the classroom with an Emergency Plan signed by the child's physician. Macaulay Tree House requires children bring their EpiPen to the program daily. Families that fail to comply with providing the EpiPen and/or the signed Emergency Plan will not be allowed to attend programs.

Inclement Weather

All programs will operate at each of the schools provided the schools remain open. In the event that the Trillium Lakelands District School Board (TLDSB) closes the school for any reason, the programs will also be CLOSED. ***If the programs must be closed, we will send a message to the parents through our Brightwheel App and an alert through text message. If buses are cancelled but the school is open, then our After School program will remain open. We will send any updates regarding our After School or Full Day programs through the Brightwheel App. Please check your notifications daily and ensure your current contact information is in Brightwheel.***

Children attending the program are kept indoors only in extreme temperatures or rain. Children are involved in outdoor activities, when possible, throughout all seasons of the year. Please dress your child appropriately for weather conditions.

Fire Procedure Policy

Fire drills are conducted once a month and are recorded on a log sheet. At the sound of the fire alarm, children leave activities and line up at the nearest exit. The program leader will proceed with the group and lead the children to a designated area. The program leader checks attendance to confirm all children are present and accounted for. Children remain outside until the end of the drill

when it is safe to return to the building. In the event of evacuation, designated locations have been arranged (see “Important Contact Information” pg. 5).

Parent Issues and Concerns Policy

Families are encouraged to take an active role in our childcare centre and regularly discuss what their children are experiencing with our program. Our staff are available to engage families 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 and 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:

Harassment and discrimination will 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, are required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns a child is being abused or neglected, the parent will be advised to contact 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/childrensaidthereportingabuse/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 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.

Accident Procedure

All accidents must be documented via accident/ incident form for the parent to read and sign. The parent/guardian 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/guardians will be informed of the situation involving their child as soon as possible. If a child has been taken to the hospital, parents/guardians will be contacted to meet them there. The SAP Supervisor will accompany the child to the hospital and will remain with the child until the parent/guardian arrives.

Emergency Management

School Age Programs have emergency management policies and procedures in place should an emergency occur. Parents/guardians will be notified by phone if an emergency occurs.

Snack Procedure

The After School Programs will provide a nutritious **NUT FREE** snack each day. For those children with food allergies or diet restrictions, every effort will be made in snack planning for them so that they are able to eat with the group. If a parent/guardian feels more comfortable providing their child's own **NUT FREE** afternoon snack, they are asked to provide only nutritious snacks as suggested by Canada's Food Guide.

Lunch Procedure

Children are required to bring their own **NUT FREE** lunches on full day programs. As the program is regulated by the Child Care and Early Years Act, parents/guardians are asked to make every effort to include specific food groups in their child's lunch: Milk or Milk Products, Meat/Protein, Breads and Cereals, and Fruits and Vegetables. ***Please label your child's lunch bag.***

- Tables are set aside from the play area specifically for the purpose of eating.
- Program leaders will sit with children during lunch and model appropriate table manners.

- All food and diet restrictions will be posted in the food service area.
- All lunch garbage/recycling is collected and disposed of immediately following lunch.
- All tables are disinfected before and after lunch.

We are not able to refrigerate lunches during full day programs; we suggest you use an ice pack in your child's lunch bag.

Sanitary Practices Policy

The Program Leaders will ensure cleanliness of the premises, toys, and equipment at all times.

- All leaders will wash their hands before preparing any foods and use utensils for removal of food from containers.
- All foods are prepared on a designated surface. Toys and activity supplies will not be placed anywhere near the food preparation surface. Surfaces are disinfected before use.
- All staff are aware of diet restrictions.
- Toys and equipment are disinfected regularly.

Participant Dress Policy

Macaulay Tree House strives to maintain a positive, respectful, and safe environment. With this in mind, we have the following expectations regarding participant dress at the programs:

- Practice good personal hygiene.
- MTH logo shirts are to be worn on all field trips.
- Wear clothing items that reflect appropriate messages. For example, NO images or pictures on clothing that reflect beer or liquor, drugs, racism, profanity, sexism or sexually suggestive material.
- No sexually suggestive clothing. For example, NO spaghetti straps, exposed undergarments and midriffs.
- Wear SAFE and weather appropriate clothing. For example, no entanglement hazards including long scarves, drawstrings or chains.
- ***Appropriate footwear is to be worn at all times.*** Sneakers or shoes with soles for active play in the gym, sandals with ankle straps are appropriate during warm weather activities.

Program Requirements for Outdoor Play

Being active can help young children stay healthy, improve movement skills, develop self-confidence and improve learning and attention. It can also help children have fun and feel happy. MTH After School Programs, will facilitate a minimum of 30 minutes of outdoor time every day.

When operating full-day programs, MTH will facilitate a minimum of two hours of outdoor time every day.

Exceptions will only be made:

- During inclement weather (i.e., extreme heat, extreme cold, rain).

- Where there is written instruction from a physician or a parent on file advising for an accommodation.

School Age Program Safe Arrival Procedure

A Safe Arrival Program is a system of procedures which are performed together with daily attendance taking. The Safe Arrival procedure is a mechanism that the program, parents/guardians, and schools can use to account for any child's unexplained absence at the after-school program. All staff involved in delivering the Safe Arrival Program must receive appropriate training according to this policy. The safe arrival procedure should be reviewed periodically to confirm its effectiveness.

The Safe Arrival procedure specifies the steps that are to be taken when follow-up contact cannot reasonably be made.

Parents or guardians are responsible for:

- Informing their child's school and classroom teacher of days enrolled in the After School Program.
- Keeping emergency contact information current and complete.
- Calling the child's program staff or messaging them through the Brightwheel App prior to the program start time, when the child will be absent from the program for any reason (this includes "snow days" when the programs are running).

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.
- All volunteers and students will be supervised by an employee at all times.
- Volunteers and students may not be counted in the staffing ratios.
- Volunteers and students will not be permitted to be alone with any child.

Volunteer and Student orientation shall include:

- Education about the setting's policies, philosophy and needs of the children.
- A copy of the Parent Handbook.
- Copies of relevant Child Care and Early Years Act sections for reference.
- Review of Program Statement and Prohibited Practice Policy.

Receipts for Income Tax purposes are issued in February of each year.

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/>

How Does Learning Happen? (HDLH): www.edu.gov.on.ca/childcare/howlearninghappens.pdf