

TREETOP CHILDREN'S CENTRE

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# PARENT HANDBOOK



TREETOP CHILDREN'S CENTRE  
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## Revision History

January 2026 Revised Handbook – Amy O’Neil

Release	Date	Reason for issue (and by whom)
1.0.1	November 15, 2009	Board meeting revisions – Arynne Wright
1.0.2	September 15, 2010	New license- (Arynne Wright, Director)
1.0.3	June 29, 2012	Philosophy and Update information- Arynne Wright, Director
1.0.4	July 28, 2014	New licensed capacity and Before and After Kindergarten program addition. - Arynne Wright
1.0.4	May 30, 2016	Updated handbook to reflect changes in the Child Care Early Years Act (CCEYA)
1.0.4	June 8, 2017	Reviewed by Rick N, Director
1.0.5	May 4, 2018	Reviewed and added Complaints Process
1.0.6	February 21 <sup>st</sup> , 2020	Revised Program Statement – Amy O’Neil
1.0.7	February 17 <sup>th</sup> , 2022	Revised Handbook – Amy O’Neil
1.0.8	March 20 <sup>th</sup> , 2023	Revised Handbook – Amy O’Neil
1.0.9	January 4 <sup>th</sup> , 2024	Revised Handbook – Amy O’Neil (including Safe Arrival Policy)
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**PARENTS COMPLAINT PROCEEDURE****PARENTS COMPLAINT FORM****ABOUT TREETOP**

This handbook is designed to familiarize parents with all aspects of Treetop Children’s Centre and serve as a reference guide throughout the year. It covers policies, procedures and answers commonly asked questions of the facility.

**HISTORY**

Treetop Children’s Centre is incorporated as a non-profit organization and was established in 1983 by a group of parents in conjunction with the Toronto District School Board in response to a survey that indicated a need for childcare services among families in North Toronto. Treetop is a school-based Childcare Centre, which is located in Oriole Park Junior Public School (Oriole Park JPS) and is located close to the intersection of Avenue Road and Eglinton Avenue. It has been offering quality childcare and nursery school programs to preschool children from 2.5 to 6 years of age since September 1983. In September 1985, we expanded our program to include school-age childcare for the children of Oriole Park JPS who were between the ages of 6 and 9. In 1989 we received approval to include some 10-year-olds. We are now licensed to accept children up to 12 years of age.

For Preschoolers, Treetop has a two (2) full day Preschool Programs. In September 2014, Oriole Park JPS implemented a full day Kindergarten Program, and Treetop initiated a complementary before and after school Kindergarten program. For school age children in grades 1 – 6, Treetop offers care outside of normal school hours five days a week during the school year. Treetop CC has also offered a weekly summer camp program for kindergarten and school aged children.

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MISSION STATEMENT

We provide a play-based, child-directed environment that offers development in all areas of children's growth. We believe children are active learners; therefore, challenging opportunities are provided for children to problem solve, explore and make sense of the world around them. A safe and healthy environment is fundamental to all our program activities.

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## PROGRAM STATEMENT

Treetop Children's Centre offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today (ELECT)

### Children are competent, capable, curious and rich in potential

Treetop Children's Centre recognizes each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and environment to try new things, explore new ideas and develop their own unique sense of self.

We provide an environment that fosters curiosity and exploration, we believe that every child deserves a safe and caring environment in which to grow and develop to their maximum potential.

We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community and life experiences. In each case, we aim to integrate all areas of the child's development into our program in a holistic way.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and **well-being**.

- Every child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who **expresses** himself or herself in many ways.

Children's interests are valuable to their learning and offer a rich variety of experiences. The type of activities we offer daily include:

- drama, music, dance and visual arts
- physical activity
- language and literacy
- nature, science and technology
- construction and design
- daily opportunities for physical activity and active outdoor play
- opportunities for school-age children to work on their homework
- rest time for children who require it, based on their developmental needs.

Our programs are designed to:

- encourage children to interact and communicate in a positive way and support their ability to self-regulate
- foster the children's exploration, play and inquiry
- provide child-initiated and adult-supported experiences
- offer opportunities to create authentic lasting relationships with others in the program

### **Health, safety, nutrition and well-being of children**

We know that the early years set the foundation for children's health and well-being.

- The brain's architecture is shaped by a child's interactions and relationships with parents and other significant people in their lives.
- Early brain development is stimulated through experiences and interactions with responsive adults.

We understand that the first step in establishing and nurturing health, safety and well-being for children in our programs is through the connections they make with the program staff, volunteers and students on placements. Here are some other specific ways we promote well-being in our programs.

**Health and safety**—as a licensed child care operator, Treetop Children’s Centre meets and exceeds all health and safety requirements of the Ministry of Education and local government bylaws. Information is posted outside our program rooms on our “Parent Communication” boards and others (for example the Anaphylaxis Policy) are provided in the Parent Handbook. You can also speak to our program staff at any time to view our complete health and safety policies and protocols.

**Nutrition**—Treetop Children’s Centre uses a Catering Company who use a registered dietician to develop standard menus for all of our programs. The menus follow Canada’s Food Guide and are culturally sensitive. You can view the menu on the Parent Communication board and on our website. We accommodate dietary or religious food requirements for children in our programs.

### **Relationships among children, families, staff and community partners**

It is one of our core values at Treetop Children’s Centre to foster collaborative and co-operative relationships among all of our partners.

Treetop Children’s Centre strives to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaboration with families and the boarder school community. We understand that relationships of trusts are the basis for learning and co-operation.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about diversity and inclusion.

The skills of conflict resolution are important to lifelong learning. As competent individuals, children are active participants in resolving conflicts. We encouraged them to come up with ideas and solutions to problems that arise.

Treetop Children’s Centre is committed to working collaboratively with all of our community partners as we work together on the mutual goal of providing the best possible child care service to families.

### **Positive self-expression, communication and self-regulation**

At Treetop Children’s Centre, our inclusive programming leads to children’s sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage children’s communication, self-expression and self-regulation.

We seek to be aware of, foster, support, encourage, respond to and document the many ways in which children express themselves, the many “voices” with which they articulate their ideas, the variety of “languages” they use to communicate. We also seek to honour and reflect children’s home language and culture in our programs.

In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning. Here are some of the ways in which we create an inclusive environment in our programs:

- Recognize each child as having equal rights to participate in program activities, trips and events.
- Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs.
- Create strategies that value the culture and first language of all children.
- Establish programming strategies to foster an inclusive learning environment in which every child can participate.
- View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Our programs focus on active play-based learning as the way that children naturally learn best. It is their natural response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning. Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child’s unique learning style and capitalizes on his or her innate curiosity and creativity.

Our program also supports children’s self-regulation, their ability to deal with stress and remain *calm, alert and ready to learn*. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequences of their actions. We are continually learning about how to create learning environments and programming that helps support children’s self-regulation—to help children remain or return to a state of calm.

### **Parent engagement and communication**

Treetop Children's Centre aims to foster outreach, engagement and communication with families about our program and their children's learning experiences. We believe that families are experts on their children. Sharing knowledge is integral to the success of your child.

Treetop Children's Centre aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed child care for their children, which ensures parents peace of mind while their children are in the Treetop Children's Centre program. Respect, care, empathy, trust and integrity are core values in all our interactions with families.

We know that our partnerships with our families help our program to best meet the needs of the children:

- Families form the foundation for a child's early development. Families know their children best, and are the first and most powerful influence on learning and development.
- The needs of each child are considered in the context of their family composition, values, culture, and language. This approach enriches relationships between early childhood settings, families, and their communities.
- We involve parents and other important adults in various events and activities at our programs. This connects them to their children's early development, and enhances the child's learning.

In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as surveys. We use parent input to improve our programs and services.

### **Community partners**

Treetop Children's Centre is committed to involving local community partners and to engaging those partners in supporting children, families and staff.

We provide learning opportunities and practical work experience, in the areas of programming and administration, to members of the community through the recruitment, placement, training and recognition of volunteers and students on placement. Volunteers and students on placement augment the high-quality care and individual attention given to the children in the programs.

## Supporting staff in continuous professional learning

Treetop Children's Centre is committed to hiring, training and fairly compensating staff. We hire staff who have a positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value, and all staff are entitled to be respected, supported and treated fairly.

Treetop Children's Centre staff foster children's inquiry and creativity. Staff plan on a daily basis based on the observations that they make on children's interests. In this way, learning is extended, leading to deeper investigation with materials and the environment. Staff plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Through positive adult-child interactions, Treetop Children's Centre staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge. Treetop Children's Centre staff develop an intentionally planned program that supports early learning.

At Treetop Children's Centre, we believe that knowledgeable and responsive early educators:

- Recognize that responding to the unique abilities, needs, and characteristics of each child, family, and community is central to supporting learning and development.
- Engage with children as co-learners as they explore their environments.
- Provoke children's thinking, create meaningful programs, and guide interactions with children and their families.
- Use a warm and positive approach to support children's developing ability to express emotions and take other perspectives.
- Know when to stand back and observe and when to enter children's play to stimulate thinking.
- Make a commitment to build self-awareness, regularly reflect on practices and engage in new learning experiences, both individually and with colleagues.

Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learn with children and each other as self-reflective professionals.

Staff working with children have completed studies in the field of early childhood and are registered with the College of Early Childhood Educators. All program staff attend

mandatory monthly professional learning meetings and receive training on an ongoing basis.

### **Documenting and reviewing the impact of Treetop Children's Centre learning program**

We understand that pedagogical documentation is a way for our program staff to learn about how children think and learn.

Our staff make daily observations of children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children's behaviour, in order to find meaning in what children do and experience. The purpose of our documentation is also:

- A way to value children's experiences and help them to reflect back on those experiences and what they have been learning
- An opportunity to make children's learning and understanding of the world visible—to themselves, to other children, to their parents and other families, to the program staff
- A way to reflect on developmental growth over a period of time
- A process for program staff to co-plan with children about learning
- A dialogue with families about children's experience and an invitation for parents to add their own documentation about their children's learning
- A self-reflection opportunity for program staff, as they participate in continuous professional learning

### **PROHIBITED PRACTICES**

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

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

(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) Inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16,

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#### LICENCE

Treetop is licensed for a maximum of 24 preschool in room 10 and 19 preschoolers in room 9. We are licensed for a total of 78 before and after school Kindergarten children. The school age program for children in grades one to six is licensed for 60 children. Our total capacity is 181 children. Actual enrolment may vary, however, depending on the circumstances.

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#### FACILITIES

Treetop's exclusive space is located on the second floor of Oriole Park J.P.S. We have two large classrooms. Our Kindergarten and School Age before and after school programs operate in the Kindergarten and School Age classrooms and are located in rooms two, three, six, eleven and seventeen (if needed). We have the use of a kitchen, fenced outdoor playground, school gymnasium and library on a shared basis.

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#### STAFF

Our staff consists of a Director, Assistant Director, experienced Registered Early Childhood Educators (RECE's) and part time Early Childhood Assistants.

Students and Volunteers will not be permitted to be alone with the children at any point.

## THE PROGRAM AND PHILOSOPHY

Treetop programming is based on the Emergent Curriculum philosophy. This comprehensive program involves play based activities that are responsive to the child's interests and development. It encompasses hands on experiences, indoor and outdoor play, excursions, special events and visitors from the community. Our RECE's facilitate programming in accordance to the different interests and abilities of the children in the programs, taking cues from the children and using them as a starting point to scaffold learning. There are no pre-planned workbooks/sheets or planning binders for our curriculum: it emerges from the children and RECE's working together. Often ideas emerge

through conversations and open-ended questions. This child-centred approach allows RECE's to look carefully at the children and create a flexible program that meets their growing needs. The topics and activities are paced in response to the children's level of interest and not according to a calendar or schedule. Children are involved in and contribute to the planning. The educators are responsible for planning and selecting experiences and activities that expand the learning within the chosen topics. The emergent curriculum can be spontaneous and educators are responsive to the 'teachable moments' that occur for all children.

We offer a culturally diverse environment and we believe that learning is a rewarding and enjoyable experience when emphasis is placed on independence, responsibility, exploration and discovery through play. The activities offered at Treetop promote the development of the child in the following areas: social, emotional, language and reasoning, cognitive, fine and gross motor. We believe that childcare is an extension of the family environment, so parent involvement is important and encouraged.

In 2012, all of our staff were trained in the Early Learning Framework (ELF) and we began to incorporate the Early Learning for Every Child Today (ELECT) document and How Does Learning Happen (MED). This provincial framework complements our Emergent Curriculum in our preschool, kindergarten and school age classrooms. The ELECT document provides a guide to how young children learn and develop and creates a vision in achieving the social, intellectual, physical and emotional potential in all children.

The ELECT framework has a statement of six (6) principles that are based on beliefs, values, experience and current research findings. The six principles are that:

1. Early child development sets the foundation for lifelong learning, behaviour and health.

2. Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.
3. Respect for diversity, equity and inclusion are prerequisites for honouring children's rights, optimal development and learning.
4. A planned curriculum supports early learning.
5. Play is a means to early learning that capitalizes on children's natural curiosity and exuberance.
6. Knowledgeable, responsive early childhood professionals are essential.

The Registered Early Childhood Educators (RECE's) at Treetop use the Continuum of Development as outlined in the ELECT document to support programming and identify and plan activities that promote skills across many developmental domains.

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#### ACCESSIBILITY

##### Accessibility for Ontarian's with Disabilities Act (AODA) – Customer Service

Treetop Children's Centre is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Treetop Children's Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Treetop is not wheelchair accessible and there is no funding available at this time to retrofit the physical space for this purpose. Please see Appendix A--- Treetop CC AODA policy.

## ATTENDANCE AND ENROLLMENT

### SCHEDULE

Treetop operates for twelve months a year except for statutory holidays, TDSB designated closures (Board days), and during the one-week summer closure period. Treetop operates all programs on P.A. days.

The full child care, junior (JK) and senior (SK) kindergarten and school-age programs offer full day care on all school (not statutory and Board days) holidays. There is no reduction in fees if families take vacations and parents who withdraw their child for any period of time during the year cannot be guaranteed an enrolment placement on return. Families who withdraw their child must reapply.

On December 24<sup>th</sup>, Treetop CC closes at 1 pm. We also poll families at times throughout the year to determine when children will be in attendance.

### SUMMER CLOSURE

Treetop Children's Centre will close for one week (5 days) during the last week of August annually for summer cleaning, indoor/outdoor maintenance, staff training and development, workshops, and other centre-based activities. During this time, parents will be responsible for making arrangements for alternate care.

### HOURS OF OPERATION

Our hours of operation are:

- Daycare programs – 7:30 a.m. to 6:00 p.m.
- Summer camp programs- 7:30 a.m. to 6:00 p.m.
- Kindergarten programs- 7:30 a.m. to 8:45 a.m. and 3:30 p.m. to 6:00 p.m.
- School Age programs- 7:30 a.m. to 8:45 a.m. and 3:30 p.m. to 6:00 p.m.

## CLOSURES:

We are closed on the following dates and fees are payable for the following dates:

- New Year's Day
- Family Day
- Victoria Day
- Civic Holiday (August)
- Good Friday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Canada Day
- Boxing Day

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### ARRIVAL AND DEPARTURE

Government regulations require that all children in a childcare facility be signed in and signed out daily. Staff maintain an attendance folder that is taken with them and the children through all locations in and around the school (outside, in the gym etc.).

Parents are required to ensure that the staff person in the room or on the playground is aware of the child's arrival and departure. **Treetop will assume no responsibility for a child brought in to the program but not brought to the attention of Treetop staff.**

Senior School Age children may sign themselves out of the program provided that they have a signed consent form on file and parents specify their requirements. Treetop is not responsible for children once they have signed out of the program.

If there is a custody agreement in favour of one parent/guardian, the Centre requires a copy of the agreement for our files.

This policy outlines Treetop Children's Centre ("Treetop" or the "Centre") staff and families' responsibilities for ensuring the safe arrival and dismissal of children receiving care, including steps to be taken when a child does not arrive at the Centre as expected, as well as steps to follow to ensure safe dismissal of children.

## General

- The buzzer at door #2 is accessible from 7:30-9:00 a.m. and 3:40-6:00 p.m.
- For drop-offs and pick-ups outside of the above hours, parents/guardians must use door #2 and or call 416-484-8702 for entry.
- After dropping off or picking up, parents/guardians must use door #2 for exit to avoid crowding school hallways.
- Parents/guardians must inform the Centre via phone or email when a child is expected to be absent.
- Children will only be released to their parents/guardians and authorized persons on the child's file.
- Authorized persons for picking up children must be at least 14 years of age.
- The person who picks up must have an ID on them in case a staff member does not recognize them and needs to match the name on the ID to the name on the pick-up list.

## Procedures

### Accepting a Child into Care

- Upon a child's arrival and acceptance into the program:
  - Centre staff must:
    - greet the parent/guardian and child;
    - perform a visual health check on the child;
    - sign the child in on the attendance record.
  - The parent/guardian must:
    - ensure that a staff is aware of the child's arrival;
    - inform staff if there are any changes to the child's pick-up procedure

### Where a Child Has Not Arrived as Expected

- Where a preschool child does not arrive in care and the parent/guardian has not communicated a change in drop-off, the Assistant Director (or Designated Staff in the case that the Assistant is absent) must:
  - Contact the child's parents/guardians by phone no later than 11:00 a.m. to confirm the child's absence;
  - If after two phone call attempts (and leaving a voice message), the Centre does not receive a response by 11:30 a.m., the child will be assumed to be absent.
  
- Where a kindergarten/school-age child does not arrive in the after-school programs and the parent/guardian has not communicated a planned absence, Centre staff must confirm the child's absence with the Oriole Park Public School office:
  - If the child has been marked absent at Oriole Park Public School, they will be assumed to be absent in the after-school program;
  - If the child has been marked present at Oriole Park Public School, Centre staff must confirm whether the child has been signed out during the school day;
  - If the child has been marked present at Oriole Park Public School and has not been signed out during the school day, Centre staff must:
    - ask the school secretary to make an announcement to ask the child to go to the after-school program immediately;
    - if after 5 minutes of the announcement, the child has not arrived in the after-school program, Centre staff must contact the parent/guardian to confirm whether the child has been picked up.
  
- Centre staff will not contact parents/guardians to confirm absences in the kindergarten and school-age before-school programs as Oriole Park Public School already has a procedure in place for absences once the school day begins.

### Dismissing a Child from Care

- During pick-up:
  - Centre staff must:
    - sign out the child on the attendance record once the child leaves the program room with their parent/guardian;
  - The parent/guardian must:

- Ensure the educators are aware they are picking up their child

- Once signed out by staff, children are not permitted to re-enter the program space, i.e., classroom, gym, etc. to continue their play until the next day. This is to ensure that the attendance record aligns with the number of children in the program space, and to ensure that the attendance record remains legible and unrevised.

- Exceptions may be made for special circumstances, e.g., the child may return to the program on the same day if they left due to a scheduled appointment.

### Late Pick-Up

- The Centre closes at 6 p.m. sharp. If a child has not been picked up by 6 p.m., Centre staff must:
  - ensure that the child is comfortable and has water and snack available;
  - ensure that the child is supervised and never left alone;
  - phone the parent/guardian by 6:05 p.m.;
  - phone the authorized persons/emergency contact on the child's file if the parent/guardian cannot be reached;
  - if the parent/guardian or authorized persons/emergency contact on the child's file cannot be reached by 7 p.m., contact the Children's Aid Society.
- Staff will document all late pick-ups and report to the Excave Director any patterns of lateness.
- Persistent lateness is a breach of the Parent Contract and may result in the terminator of the family's childcare space.

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### PARKING

Many parents arrive by car to drop their children off at Treetop. The school parking lot may only be used by Treetop parents prior to 8:15 a.m. and after 4:15 p.m. There are drop off areas on Braemar Avenue, College View Avenue and Elmsthorpe Avenue.

Parents are asked not to pull into the laneway entering the school grounds off Braemar Avenue. (THIS IS THE ROUTE USED DURING FIRE DRILLS).

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#### FOOD/ NUTRITION

Treetop serves a catered lunch and snacks which are delivered daily from a reputable caterer. Our menus are planned according to the Canada Food Guide which includes food groups and portion sizes. The preschool children are provided with a hot lunch, and snacks are served to all children both mornings and afternoons. Menus are posted on the bulletin Board in the hall. The children are encouraged to try everything that is served at each meal. The school-age and kindergarten children bring their lunch and are included in Oriole Park's enriched lunch program. Treetop provides a snack after school. Candy and "junk food" are discouraged for all children.

If your child has food allergies or is on a special diet, you should notify the Treetop Director, in writing, so that special arrangements can be made. If there are any changes in your child's allergy status, you must immediately inform the Treetop Director in writing.

We ask that all outside food remain at home. We will not serve "home baked" foods for special celebrations. If you would like to bring in a treat for your child's birthday or special event, we will only serve those that are guaranteed "nut-free", in sealed packages from a designated bakery. If you would like further information about this, please contact the Director or one of your child's teachers.

We have children with nut allergies. To ensure the safety and well-being of these children we request that **no nut products** be brought into Treetop.

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#### CLOTHING

An extra set of clothing should be kept in the child's cupboard at all times. This should include:

- shirt or blouse
- pants or jeans
- underwear, socks, sweater

In addition, during the summer the children will need:

- sunhat
- bathing suit and light cover-up
- sun screen

- towel
- In winter, the children will need:
- mittens
  - hat
  - snow pants
  - boots and indoor running shoes

Since the children will be playing on the outdoor school climbing apparatus, it is recommended that they have a pair of running shoes at Treetop for use during this activity. **PLEASE NO CROCS** or loose-fitting shoes as a substitute for running shoes.

Most children at Treetop will already be toilet-trained. For those children who are not yet toilet-trained, parents are asked to bring enough disposable diapers and accessories (e.g. powder, cream, wipes etc.) for each day. Treetop does not supply diapers or other items required for diapering needs. Parents are encouraged to discuss their child's toilet-training with the staff so that a cooperative and consistent effort can be achieved.

Please send a blanket and a soft pillow for the rest period.

**PLEASE LABEL ALL OF YOUR CHILD'S BELONGINGS.** While the staff will be diligent in looking after each child's personal property, they are not responsible for loss or damage to property left at Treetop.

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#### CHILD ABSENCES

If you know in advance that your child will be away, please advise the Treetop staff. It is the parent's responsibility to notify Oriole Park JPS if their school age child is absent.

**Parents are asked to notify Treetop staff if a child is sick, late, absent that day or picked up early from school.**

If your child is not coming in because of illness, it is also important to advise the staff as soon as possible about the type of illness your child has contracted. This will help staff identify symptoms in other children with whom your child may have come in contact.

Refunds are not given for days on which your child is absent.

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#### FIELD TRIPS

Families are notified of field trips in advance. A trip release form is required for each outing. Parents/guardians are required to make alternate arrangements if for any reason their child will not be participating in a field trip. Each Treetop group on a trip is

equipped with emergency files, first aid supplies and a cellular phone. Safety is of the utmost importance. From time to time, we do take neighbourhood walking trips and must have a signed consent form on file for each child. These may be spontaneous or planned.

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#### FAMILY RECORDS

All information relating to your child's safety must be kept accurate. When there is a change in phone numbers, addresses, emergency contacts etc. parents/guardians are required to notify the centre immediately.

## POLICIES AND PROCEDURES

### BEHAVIOUR GUIDANCE

Treetop staff follows the Centre's Behaviour Guidance Policy. The staff review the written policies and procedures upon employment and annually thereafter.

Two goals of behaviour management are to help children maintain control of their emotions and actions and to help them learn to ask for what they want in acceptable ways.

Children are encouraged to verbalize their feelings. However, if they resort to physical aggression the situation is discussed with them so that they may gain an understanding of the problem and reach a workable resolution. If the situation continues, the childcare teacher may redirect the child or suggest a solitary activity.

#### Childcare Early Years Act - **Ontario Regulation 137/15**

Treetop Children's Centre shall not permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- (c) depriving the child of basic needs including food, shelter, clothing or bedding;
- (d) locking the exits of the child care centre or home child care premises for the purpose of confining the child; or
- (e) using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

IN SOME EXTREME SITUATIONS (WHEREIN A CHILD IS ENDANGERING HIM/HERSELF OR ANOTHER) STAFF MAY FIND THEMSELVES HAVING TO RESPOND TO A CRISIS SITUATION USING PHYSICAL GUIDANCE (RESTRAINT) AS A METHOD TO DEFUSE AND/OR DE-ESCALATE A VOLATILE SITUATION.

*Toronto Children's Services, Guidelines for De-escalating Volatile Situations in Child Care Settings.*

## CODE OF CONDUCT

Treetop Children's Centre's (the "Centre") is an inclusive environment. Our goal is to help foster anti-racist views and avoid gender bias values, attitudes and practices. Our programs and activities provide an inclusive enriched environment, which honours and respects all children's beliefs, culture, language and experiences acquired from their family and community.

### Overview:

All children and parents are required to abide by the "*Treetop Parent and Child Code of Conduct*" while in the Centre's care.

The Centre will do its best to accommodate all families. However, the Centre is expected to be a safe place for all children and staff. If a child is behaving in a way that continues to negatively impact the daycare experience for others, or acts in a continuous manner that jeopardizes their own safety, or the safety and well-being of others, the Centre reserves the right to withdraw or deny services to that child. This decision may be subject to review every 30 days upon request by the family of that child.

### Types of Conduct that May Warrant a Withdrawal or Denial of Services:

The decision for withdrawal or denial of services will be based on, but not limited to, the following types of incidents:

- Extreme or repeated physical acts by the child against other children and/or any Educators (e.g., hitting, biting, spitting or any other form of physical threat or assault).
- Continuous non-compliance of an Educator's direction that jeopardizes the safety and well-being of the child, or of others.
- Verbal attacks against other children and/or Educators, which includes threats, name-calling, teasing, profane or degrading language.
- Racial or other discriminatory incidents.

- The child is having difficulty within a large group environment, and poses a health and safety risk to themselves, any staff or other children within the program.
- The child leaves the Centre without permission and/or continues to pose a flight risk. (A first incident of this nature may result in an automatic one-day withdrawal of services.)
- Any verbal or physical abuse by a child's family member.
- The child is regularly picked up late from the program without a reasonable explanation
- The parent/guardian is not paying the fees on time, or at all.
- Parents/guardians are not abiding by the policies set forth by the Centre

We realize that occurrences and disputes will occur among children and it is not our desire to remove children over normal developmental incidents that assist them in acquiring problem-solving and social skills. However, as individual needs vary in terms of environment and program, some children may not be able to benefit from the programming offered in this Centre. Although we will make every effort to meet the needs of your child, assistance may be required by an outside agency. The Centre will make best efforts to work with the child and the child's family to put reasonable supports in place to allow that child to continue to remain in the Centre. However, if the behaviour(s) still occur(s), and the Centre determines that it is unable to meet the needs of the child, then services will be withdrawn, or denied, with approval from the Board of Directors. This decision may be subject to review every 30 days if requested by the family.

#### Process Before a Withdrawal or Denial of Services for a Child:

Where behaviour(s) of concern are identified, the Centre will make best efforts to work with the child. The Centre will also involve the child's family and alert them of the issues at the earliest opportunity. If the behaviour(s) of concern persist, the Centre will arrange a meeting between the Director, any necessary Educators/supports, and the child's family. The goal will be to put an action plan in place to help address the child's needs.

In the event that an action plan cannot be agreed upon to the satisfaction of the involved parties, the Director of the Centre, will provide written notice, detailing the last day the child will be in care.

#### Process for Withdrawal of Services:

If a child is asked to leave, or is denied admission to the program due to the Centre's inability to accommodate the child's needs, or due to prohibited conduct by the family, the procedure may include:

- Documentation of meetings with parents/ guardians and any use of support services
- Notification of Treetop Board of Directors

- Notification of Children's Services Consultant (City of Toronto)
- Any referrals made to other services or agencies

#### INCLEMENT WEATHER POLICY

Treetop is required by the Child Care and Early Years Act to provide up at least two hours of outdoor play each day, weather permitting.

Children are required to come appropriately dressed and equipped for all weather conditions.

Cold Weather (including Wind Chill):

The children do not go outside when the temperature is colder than -20 degrees Celsius.

At all other temperatures, staff takes into consideration wind conditions, the amount of snowfall, iciness and sunshine to determine whether the children will go outside and the length of time they will remain outside.

#### Hot weather

The children do not go outside when the temperature is higher than 34 degrees Celsius. At all other temperatures, teachers will take into consideration air quality, humidex, access to shade and water to determine whether the children will go outside and the length of time they will remain outside.

### EMERGENCY PROCEDURES

Fire drills are held monthly as required by the Ministry of Education and instructions for 'in case of fire' are posted in the Centre.

Should an evacuation of Oriole Park JPS ever be necessary, the children from Treetop will be taken by our Director or Assistant Director and staff to the North Toronto Memorial Community Centre at 200 Eglinton Avenue West for temporary shelter until such time families can be contacted. Please ensure that there is an up-to-date telephone number where you can be contacted as well as an emergency contact in Treetop's records at all times.

#### Unscheduled Closures:

Treetop operates out of Oriole Park JPS. As a result, we will be required to close in the event the Toronto District School Board (TDSB) mandates school closures.

Please be aware that there will be no reimbursement or credit of childcare fees for unscheduled closures.

**We have an Emergency Plan in place and families will be contacted in the event of an emergency.**

### RESTRICTIONS

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#### CELL PHONES/ TECHNOLOGY

Smartphones, cell phones, iPods, tablets and other devices now form an integral part of everyday communication. These devices have the ability to be used as cameras, video and audio recorders, phones and many have Internet access.

The usage of these devices by children inhibits the ability of Treetop staff to operate a structured program while ensuring the safety and privacy of the children. Treetop therefore asks that all personal communication and audio electronic devices are powered off and stored out of view during the Treetop programs, whether inside or outside, unless otherwise authorized by the Director.

Parents can call the Treetop office or email if a message needs to be given to a child.

## Wait List

### General

- **Treetop Children's Centre** will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### Procedures

#### Receiving a Request to Place a Child on the Waiting List

Families would be directed to the website or ask to email us for an application form.  
[info@treetopchildrenscentre.com](mailto:info@treetopchildrenscentre.com)

#### Placing a child on the Waiting List

1. Treetop Children's Centre will place a child on the waiting list in chronological order, based on the date and time that the application was received.

Once a child has been placed on the waiting list, the family is welcome to contact the centre administration to get an update on their child's status on the list.

### **Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, in district children to attend Oriole Park Public School.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

### **Offering an Available Space**

1. Parents of children on the waiting list will be notified via email or telephone that a space has become available in their requested program.

Parents will be provided a timeframe of two weeks in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe of two weeks, we will contact the parent of the next child on the waiting list to offer them the space.

### **Responding to Parents who inquire about their Child's Placement on the Waiting List**

1. The Assistant Director will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

The Assistant Director will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Maintaining Privacy and Confidentiality**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

ADMISSION AND WITHDRAWAL FAMILY DROPPING INTO THE CENTRE WITHOUT AN APPOINTMENT AND IS INTERESTED IN OBTAINING A SPACE WILL BE ASKED TO COMPLETE AN APPLICATION FORM. THE INDIVIDUAL WILL BE PROVIDED WITH THE CENTRE CONTACT INFORMATION. ALL PROSPECTIVE FAMILIES WILL BE PROVIDED WITH A COPY OF THE *PARENT HANDBOOK* OR WILL BE REFERRED TO OUR CENTRE WEBSITE TO LOCATE THE DOCUMENT ONLINE.

The Director or Assistant Director will review the *Centre Wait List* and all application forms regularly. Any requests for information, the Director/Assistant Director will contact the individual(s) to provide those pertinent details without jeopardizing the confidentiality of the other families. A meeting for the family and Director or Assistant Director will be scheduled. At the meeting, the individual will be provided with a *Registration Package* to be completed and returned to the centre by the required deadline.

Should a Parent wish to know their position on the waitlist, it will be shared with them in a manner which protects the confidentiality of all others on the list.

### **Enrolment**

Children are enrolled by the Director/Assistant Director after the required forms and documentation contained in the *Registration Package*, and any additional documents, as required, have been completed.

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#### YEAR TO YEAR REGISTRATION

In February/March each year, our enrolment for the following September is determined. To reserve a space for the following year or to move from program to program, you will need to return the following by the deadline (usually 2 weeks after the package has been distributed):

1. **Registration and offer letter confirmation forms**
2. **Post-dated cheques, dated for the 1st of each month or a Pre-Authorized Payment form**
3. **Payment of outstanding fees and deposits, if applicable**

**Please Note:** Registrations received after the deadline may mean that your child's space for the following September will not be guaranteed.

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#### ELIGIBILITY

While there are currently no geographic boundaries for enrolment, Treetop reserves the right to limit the Treetop preschool, kindergarten and school-age programs to children who are enrolled in Oriole Park JPS or are living within the Oriole Park JPS boundaries. Enrolment in Treetop is based on the following conditions in priority:

1. Children who are already enrolled in a Treetop program.
2. Children who have a sibling attending Treetop in the next school year.
3. Children who have a parent/parents employed by Treetop or Oriole Park JPS.

Outside of these considerations, children are selected from an application waiting list for enrolment. When a space becomes available in a given program, the family of the child at top of the waitlist is contacted. Upon attempted notification of acceptance, Treetop will wait up to 5 days for confirmation, then select the next available child from the waiting list. Families that defer or do not respond will need to reapply. Children who leave Treetop must also reapply.

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Oriole Park JPS cannot ensure a spot in its school program to children who attend Treetop and reside outside of the Oriole Park JPS district. Furthermore, out-of-district children who leave Treetop may not be eligible to return to Oriole Park JPS, subject to the principal's discretion.

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#### SPACE

Due to the fact that Treetop offers spaces to all currently enrolled children first, it is possible that a program for a given age group will become over-enrolled. In such cases, Treetop will confirm enrollment based on birth date. We will accept children based on their age (youngest to oldest) until our maximum enrolment numbers are reached. This policy will therefore have the biggest impact on children ten or over (10+) for whom enrolment will be dependent on space availability. If we cannot accommodate your child, we will try to assist you to find alternate child care arrangements.

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#### WITHDRAWAL

##### WITHDRAWAL NOTICE FROM PARENTS

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When withdrawing a child from Treetop Children's Centre, parents/guardians must give a minimum notice of one calendar month (by the first of the month). This notice must be given in writing to the Director. Failure to give this notice will result in forfeit of the last month pre-paid fee or payment of the balance of fees owing. Note: the school-age program runs from September to June. If your child is not returning in September of that year, we must receive a letter by the end of May notifying us of the withdrawal. Verbal notifications for any child will not be accepted.

#### WITHDRAWAL NOTICE FROM TREETOP CHILDREN'S CENTRE

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The Child Care Centre will do its best to accommodate all families but there are times the Centre will not be able to meet a family's requirements and will provide the family with a notice indicating that their child or children will have to withdraw from the program. The following are some situations when Treetop will have to consider this possibility:

- The child is regularly picked up late from the program, (over 3 times in a month period).
- The child is having difficulty within a large group environment, and poses a health and safety risk to themselves, any staff or other children within the program.
- The parent/ guardian is not paying the fees on time or at all.
- Parents/Guardians are not abiding by the policies set forth by Treetop Children's Centre.

Prior to a child being withdrawn from the program, a meeting will be set up with the Director and the family. An action plan will be put in place to work in collaboration with the Centre Director and the parent(s)/ guardian(s) to best meet the needs of all parties. If needed, the support of the Early Childhood Consultant may be provided to assist in supporting the involved parties.

In the event that both parties cannot reach an agreement, the Centre Director will provide one month written notice, detailing the last day the child will be in care. The Centre Director will support the family in making this transition.

#### IMMEDIATE WITHDRAWAL:

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Immediate withdrawal of a child will take place when a parent has verbally or physically threatened or physically harmed a staff member/ volunteer or child.

Immediate withdrawal of child may take place if a child becomes violent, destructive towards self, others or property.

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, the procedure will include:

- Documentation of meetings with parents/ guardians and any use of support services

- Notification of Treetop Board of Directors
- Notification of Children's Services Consultant (City of Toronto)
- Any referrals made to other services or agencies

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#### PAYMENT

Child care fees must be paid with post-dated cheques or pre-authorized payment. Cheques or pre-Authorized payments come out the first of each month. Fees for the summer camp program must be received by July 1st for July camp and August 1st for August camp.

If a cheque is returned by the parent's financial institution, or a pre-authorized payment is declined due to insufficient funds, or for any other reason, notification will be given to the parent and the payment must be resubmitted in certified form together with a penalty of \$10. If this has not been done within two weeks of notification, then the child will not be allowed to return to the child care on the following Monday until such time as reimbursement is completed and post-dated cheques received. Parents whose cheques or preauthorized payments are returned NSF or for any other reason twice in any twelve-month period may be required to certify all future payments for a twelve-month period.

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#### FEES

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing child care access, supporting inclusion, and supporting data reporting. Treetop Children's Centre is enrolled and approved for the CWELCC System as of December 1, 2022. An "eligible child" is a child from 0-6 years, up to the 30th day of the month in which the child turns six. This funding will flow to us through Toronto Children's Services. Treetop's eligible families will receive fee reductions only once we secure the funding from TCS, and in accordance with CWELCC guidelines. The Fee schedule changes on an annual basis according to CWELCC funding. A posted fee memo is available on the parent board outside of the child care office. Fees listed in the fee memo are the base fees. Non base fees include any late pickup fees or fees for NSF cheques which are not included in CWELCC reductions.

**Refunds will be issued to families in cases where fees owing to Treetop have been overcharged.**

## INCOME TAX STATEMENTS

A record of the previous year's fees and other monies paid to Treetop will be provided to each parent before the end of February of the following year by the Director or Assistant Director. These receipts will be issued for families no longer attending Treetop with one week notice. It will normally not be automatically mailed or emailed (PDF).

Fee receipts will not be issued for outstanding fees and penalties until they are paid.

## Health Policies

### General Information

The health and well-being of all children is a complex issue in a childcare centre. When evaluating whether a child is well enough to attend Treetop, parents/guardians should consider the following guidelines:

- the child is too ill to cope with the day's program
- the illness is highly contagious, placing other children at risk
- the child is too ill to participate in the outdoor part of the program

These are the same guidelines staff consider when determining whether a child should be sent home due to illness or suspected illness.

### Communicable Illness

It is at the discretion of the staff to determine whether a child should be sent home due to illness or suspected illness to protect all of the children in Treetop.

A child cannot attend Treetop if the child displays evidence of a possible communicable illness. If a child has been away or sent home from Treetop the child may not return until he/she has been healthy for at least 24 hours or a doctor's note can be presented, certifying the health of the child within the 24 hour period in order for the child to return earlier.

Examples of symptoms of a communicable illness include:

- a fever
- vomiting or diarrhea
- unexplained rashes (child should be seen by a doctor)
- yellow discharge from the eyes, crustiness around the eyes, puffy or red eyes (suggestive of "pink eye")

## Medical Conditions

### Getting Sick While at Treetop

Occasionally a child will not show signs of illness but is unable to handle full day-to-day activities at Treetop. In these instances, the staff will determine whether the child's parents/guardians should be called to pick up their child as a result of illness.

### Contagious Diseases

If a child is suspected of having any contagious disease, the child must not be at Treetop, and if the symptoms develop during the day the parents will be asked to take the child home immediately. The child will not be accepted back into Treetop until there is a note from the doctor saying that the child's condition is no longer contagious.

### Pediculosis (Head Lice)

There have been outbreaks of head lice at Oriole Park JPS and Treetop on occasion. In keeping with the Toronto District School Board policy and to avoid the spread of lice, parents of any child diagnosed with head lice will be asked to pick the child up from the centre immediately. Proper treatment must be administered before the child returns to Treetop. Your child will be checked by staff prior to their return to Treetop and before the parent's departure. Information about the treatment of lice is available from the Director and Assistant Director. Early detection and treatment prevent the spread of head lice and parents are asked to report any incidents of lice to a Treetop staff member immediately.

### Accidents

Accidents do happen. In the case of serious accidents, such as the loss of consciousness after a fall or excessive loss of blood from a cut, a parent or designate will be called. If a parent or designate cannot be contacted the child will be taken by taxi or ambulance to the Hospital for Sick Children. The parents are responsible for all expenses incurred by an emergency trip.

In the case of a less serious accident such as scrapes or bumps the staff will give first aid treatment and will complete an **accident report** for parents/guardians to review and sign.

It is Treetop's policy to ensure all permanent staff receives up-to-date First Aid and C.P.R. training.

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#### Medicine

The staff can administer medicine that has been prescribed by a doctor but only if authorized to do so by the child's parent. Government regulations require that drugs must be kept in the original container. If a child is on such medication his/her parents will be asked to sign the medicine consent form. The medication container is to be clearly labelled with the following:

- the child's full name
- the name of the medication
- the dosage (how much)
- the frequency (when/how often)
- the route (oral, inhalant etc.)
- the date of purchase
- instructions for administration
- instructions for storage

The staff will not administer any non-prescription medications to any child without the written consent of the child's doctor.

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#### Immunization Records

Treetop is required to keep a record of the immunizations administered to each child. An annual inspection is made to ensure that all required immunizations have been given to those children who are not yet attending school. Those required are the MMR (for measles, mumps and rubella) and initial Quad series (diphtheria, tetanus, whooping cough and poliomyelitis), plus boosters. Parents are asked to keep immunization records up to date.

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#### Allergies

It is important that parents let the Director, Assistant Director and staff know in writing of any allergies that their child has, what reactions to expect and what action Treetop staff should take should the child be exposed to an allergen. Although we cannot change the entire environment of the school because of allergies, every effort possible will be made to minimize contact with the offending substance or food. For more information, please see our anaphylaxis policy. Treetop is a nut free child care facility. For the safety of all please do not send in any products that may contain or may have traces of nuts.

## Governance

### Administration

The Director is responsible for the following areas:

#### Day-to-Day Operations of Treetop

Any parent who entrusts his/her child to a child care centre has the right to expect that the program of care will encompass the development of the child's cognitive, social and emotional well-being as well as ensuring that he/she spends the day in an environment which provides for physical safety and health. It is the Director's responsibility to ensure that these expectations are met and that Treetop is a safe, nurturing and stimulating place for children. Included in this area are duties such as:

- program development and planning
- nutrition
- implementation and maintenance of safety procedures
- administration and enforcement of Treetop's health policy
- responsibility for emergency procedures
- maintenance of adequate staff/child ratios
- meeting with parents concerning their children

#### Supervision of Staff

All staff report to the Director on a day-to-day basis and look to the Director for guidance, advice and general direction. The Director works to motivate staff and encourage a positive outlook towards their work. The Director and Assistant Director is involved in the hiring, firing and performance review of the staff. In addition, the Director performs the following tasks:

- assigning specific responsibilities
- recording personnel and attendance records
- maintaining policy and procedures handbook
- arranging for substitute staff
- holding staff meetings and attending Board meetings
- administering a leave program

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#### Public Relations

The Director and Assistant Director are the prime marketers of Treetop and the services it offers. It is the Director who generally has the first contact with parents investigating the possibility of enrolling their child. It is the Director and the Assistant Director who introduce new parents to Treetop and orient them to its philosophy and operating procedures.

The Director must also maintain good working relations with the Principal of Oriole Park JPS and members of the school staff. It is also recognized that in any child care centre there will be different opinions and expectations among parents and staff. The Director and Assistant Director with the help of the Board of Directors, must be able to reconcile these differences.

The Director works very closely with the Board of Directors with respect to all aspects of Treetop's management, and participates in Board meetings.

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#### Food Management

The Director is responsible for food management. This includes implementing a food program which conforms to generally accepted food rules, nutrition principles and that satisfies the children and that is understood by the parents and staff.

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#### Equipment Management

The Director is involved with equipment management. This includes periodic stock taking; planning, researching and recommending equipment acquisitions; purchasing of consumables; and general overseeing of custodial services.

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#### General

There are certain administrative tasks that are necessary and incidental to the above areas. These include the maintenance of health and enrolment records, information on waiting lists and information on fees and penalties paid. The Director is also asked to attend meetings pertinent to child care in general and Treetop in particular.

#### Assistant Director

The role of the Assistant Director is to perform and assume all management duties in the absence of the Director. The Assistant Director shares in the responsibility of the administrative and operational duties of the child care centre.

## Parental Involvement

Parents are invited to become actively involved in Treetop. Treetop's by-laws specify that families are voting members of Treetop and may attend the Annual General Meetings (AGM). At the meeting, members select the Centre's Board of Directors for the upcoming year and may vote on special resolutions. In addition, parents are encouraged to become involved in Treetop in other ways.

Initially, it is hoped that parents will plan to stay with their child, if needed, for part of the day during the first few days following enrolment. This provides a transition period for the child and gives the parents an opportunity to observe the child care/nursery programs live and start to build supportive relationships with our educators.

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## Volunteer and Student

### **POLICY**

At Treetop Children's Centre, volunteers and students play a critical role in the services provided to children and their families. Treetop Children's Centre actively promotes volunteerism and student placements and empowers volunteers and students to support the development and well-being of children and families.

At Treetop Children's Centre, volunteers and student's participation are encouraged in our child care programs to provide them with the opportunity to work with experienced staff in a team-based environment, and to obtain professional skills and training through interactions with the children and families.

**Please note that volunteers and students are never left alone with the children. They are supervised at all times.**

### **PROCEDURES**

#### Recruitment

Students are placed through Colleges and Universities. Volunteers and students must be at least 18 years of age, however, a student younger than 18 who is placed through a college or university will be accepted. For volunteers, two references, confirmation of up-to-date immunization, and a vulnerable sector police record check is required as part

of the screening process. For students, some colleges or universities will provide written confirmation of immunization. The centre is required to retain a copy of the confirmation of immunization.

### Time Commitment

Volunteers are asked to commit to a specific period of services and this can range depending on the needs of the program. Volunteers whose agreements are for one year or more, are required to review and sign on all relevant policies and procedures annually.

### Orientation

All students and volunteers must attend a general orientation session prior to being placed at the centre. At the general orientation session, relevant policies and procedures are reviewed and signed off by each student and volunteer. Each student/volunteer will receive a copy of this policy. A signed acknowledgment of receipt is required. No student/volunteer may commence an assignment at the centre until the orientation has been completed.

### Role of the Director/Assistant Director/Supervisor/Designated Staff

The Director/Assistant Director or Designated Staff will:

- Provide site specific emergency information about fire exits, emergency and evacuation procedures, location of emergency bags
- Provide Allergy and Food Restriction Lists
- Review each child's Anaphylaxis Emergency Plan of Care, each child's *Individualized* Plan of Care for health conditions and each child's *Individualized* Plan of Care.
- Ensure that all documentation is completed, as required
- Designate a staff to supervise the student or volunteer and review the role and responsibility of the supervising staff
- Monitor for Compliance and Contravention of Policies and Procedures and Individualized Plans
- Review, on an annual basis, all key policies and procedures with each student/volunteer

### Role of the Supervising Staff

- Provide mentoring, feedback, guidance on an ongoing basis
- Introduce student/volunteer to staff, parents and children

- **Ensure that students/volunteers are never left unsupervised with the children**
- Assign a safe place for personal belongings

### Supervision of Students

The supervising staff will review tasks/assignments with the student. The Director will review the student's placement evaluation before the supervising staff provides it to the student. The student will meet with the Director/Assistant Director/Supervisor or the Supervising Staff and the off-site Placement Liason to review the student's placement evaluation process.

In the event that a student is a Treetop staff member, the Director will be the supervising staff and will provide the evaluation.

### Supervision of Volunteers

The Director/Assistant Director/Supervisor will review the role of the volunteer and of the supervising staff, as well as, attendance and expectations for the volunteer while participating in the program. Regular feedback will be provided through Monitoring for Compliance and Contravention of Policies and Procedures and Individualized Plans.

At the end of the volunteer term, and upon request, a final written summary report, indicating the duration of volunteer period and assigned duties, will be provided to the volunteer.

### Safety Procedures for Students and Volunteers

To ensure the safety and protection of our children, staff, students, and volunteers:

1. Students and volunteers must be supervised by a staff at all times. At no time, and under no circumstance, shall a student or volunteer be left unsupervised with the children.
2. Students and volunteers are not permitted to transport children up or down the stairs of the centre or in any location where the child care is responsible for children.
3. Each student/volunteer must agree to adhere to the centre's policies and procedures.
4. Students and volunteers are not to be included in the staff complement and are not to be counted as part of the staff to child ratios.
5. Students and volunteers are not permitted to administer medication.

### Participation in the Program

1. Review your daily schedule for your responsibilities upon arrival and throughout the day.
2. Follow the weekly program curriculum.
3. Report all accidents to the RECE/ECA in the room, regardless of how minor (bump, scrape, fall, etc.).
4. If parents/guardians have any concerns or questions, please refer them to the staff in the room.
5. If you have any questions specific to your classroom assignment, please speak to your supervising staff or to the Director/Assistant Dir/Supervisor.

### General Conduct

1. No portable electronics can be carried while in the classroom
2. Only emergency calls are permitted to be made or received while in the program
3. No outside food is to be eaten in the classroom
4. Actively engage with the children in the classroom and on the playground

### Reporting Absences

The Director/Assistant Director/Supervisor or Designated staff must be informed by telephone about illness or absence at least 2 hours prior to the time scheduled to report on site.

For Volunteers: Repeated absences and cancellations without cause may result in termination as a volunteer with Treetop Children's Centre.

For Students: All absences will be documented on the college/university issued attendance form.

### Volunteers/Students Responsibilities

1. Report to the main office or staff in-charge on your first day, introduce yourself and provide him/her with the package of documentation you received at orientation.
2. Report to your designated room.
3. Take direction, as appropriate, from staff who you are working with.
4. Volunteers – fill out the *Volunteer Hours Tracking Sheet* at the end of each session.

5. Provide a biography/introduction letter and picture of yourself to the Director/Assistant Director/Supervisor or Designated Staff to be posted in the room for parents.
6. Students – ensure that all program manuals/evaluations that are provided by the college or university are passed onto the supervising staff in the room.
7. Students – document attendance in hours.

Please review the following posted information in each classroom:

1. Allergies and Food Restrictions List – Familiarize yourself with the contents
2. Anaphylaxis Emergency Plan of Care – Familiarize yourself with the contents of the documents that are posted for each child, where applicable
3. Individual Plan of Care for Health Conditions – Familiarize yourself with the contents of the documents that are posted for each child, where applicable
4. Individualize Support Plan – Familiarize yourself with the contents of the documents that are posted for each child, where applicable
5. Fire Safety Plan – Familiarize yourself with the plan and fire exits
6. Sleep Plan – A diagram of room arrangement showing the location of each child’s cot or mat
7. Lunch Seating/Arrangement Plan – A diagram of lunch tables showing seating arrangements for the children and staff
8. Review list of program groups
9. Any other posted items

Breaks/Lunch Schedule

Please keep to your schedule time and report back to your classroom as required.

<b>Duration of Hours Worked</b>	<b>Up to 4 hours</b>	<b>4-6 hours</b>	<b>7 hours</b>
<b>Breaks</b>	15 minutes	30 minutes	1 hour for Lunch

Student and Volunteer Attire

For appropriate attire at the centre, please read the Appropriate Attire for Working with Children Policy.

**IMPORTANT:**

Any volunteer/student who report to the centre, wearing clothing or footwear that is deemed to be inappropriate, will be asked to go home and change.

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 Communication

**We have an Emergency Plan in place and Parents will be contacted in the event of an Emergency.**

One other very important way in which parents can be involved is communication with the staff about their child. It helps the staff if parents take a few minutes at the beginning or end of the day to let them know of any special or unusual events that may have an impact on the child and the way in which he/she will approach the program. Conversely, the staff will want to let the parents know of any highlights or upsets that have occurred during the child's day.

Parents are also encouraged to participate in the parent-staff interviews in order to discuss their child's progress in the preschool and nursery programmes. The schedule of child interviews is arranged by the staff. Special interviews can be arranged for any parent, at any time, by contacting your child's teacher.

### Board of Directors

The Board of Directors is legally responsible for the management of Treetop Children's Centre. According to the by-laws, the Board makes decisions that are binding upon all members of the Treetop staff. The Board represents the membership at large.

- Board members serve as directors of the corporation and are not paid. The Board meets regularly (monthly) through the year. Board positions are filled by election at the Annual General Meeting of the Treetop membership (from among parents who have children enrolled at Treetop.)

### Board Responsibilities

The following are, in general, the areas of responsibility of the Board of Directors:

- review and approve policies, procedures and update the Parent Handbook and Behaviour Management Policy
- review and approve the monthly expenses and annual budget
- review and approve fee structures and major expenditures

- assist staff to ensure the Day Nurseries Act and City of Toronto Operating Criteria are being adhered to
- determine staff salaries
- monitor the performance of the Director
- resolve any escalating or ongoing concerns raised by staff or Treetop parents
- plan and implement short-term and long-term organizational goals
- plan opportunities for staff to develop new skills and receive training

## Board Roles

### President

- provide leadership to the Board of Directors
- set the agenda, schedule and preside at all meetings
- sign legal and financial documents
- represent Treetop to the community and within Oriole Park JPS

### Vice- president

- assume all responsibilities of President in his/her absence
- act with additional responsibilities as the Board mandates

### Treasurer

- control funds and keep proper financial records
- review and chair the year-end financial review
- prepare and review the operating budget

### Secretary

- ensure that minutes are taken and distributed among the Board
- maintain contact information and attendance of Board members
- assist the Director with storage of documentation

### Member(s)

- participate and vote on business matters
- take ownership of a business action item

# **Certification**

Please sign this page and return it to Treetop staff.

CHILD(REN)'S NAME(S):

I certify that I have received a copy of the Treetop Children's Centre Parent's Handbook and certify that I will comply with the policies and procedures contained within.

Parent/ Guardian Printed name:

Parent/ Guardian Signature:

Date:

## Appendix A - AODA policy

### Treetop Children's Centre

#### Accessibility Policy for the Customer Service Standard under AODA

Treetop Children's Centre is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Treetop Children's Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Treetop Children's Centre will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Treetop Children's Centre provides services to all children and their families including those with disabilities. Every effort will be made to ensure the following:

The service will be provided in a manner that respects the dignity and independence of persons with disabilities.

The provision of services to clients with disabilities, and other will be integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by Treetop Children's Centre.

## **1. Communication**

Treetop Children's Centre is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.

Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.

Alternative methods of communication will be provided as requested. Staff will be trained to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

## **2. Use of Assistive Devices**

Assistive Devices, guide animals and/or support persons may be used by clients to assist in accessing services at Treetop Children's Centre.

Treetop Children's Centre may require a person with a disability to be accompanied by a

disability or the health or safety of others on the premises.

All service animals must have proof of inoculations/vaccinations required under the Day Nurseries Act.

Staff and volunteers will be properly trained in how to interact with clients with disabilities who are accompanied by a service animal, a support person or an assistive device.

The use of such items must be in compliance with the regulations outlined in the Day Nurseries Act and the Toronto Operating Criteria and/ or other regional requirements.

## **3. Notice of Temporary Disruptions**

Treetop Children's Centre will notify clients if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

#### 4. Feedback Procedure

AODA requires Organizations to implement a feedback method that allows clients to provide feedback on perceived barriers, including how to ask for assistance.

Treetop Children's Centre accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Our feedback protocol requires Treetop Children's Centre to respond to all client inquiries within 10 (ten) business days.

#### 5. Training and Records

Treetop Children's Centre will provide training and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

##### A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

##### B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

##### C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

*The above policies and procedures will apply to all services that are delivered by Treetop Children's Centre including services delivered in person, by telephone, electronically, visually, orally or by written materials.*

All Accessibility Policies of Treetop Children's Centre are available to our clients. Alternative formats are available upon request.

#### Client Feedback

Treetop Children's Centre welcomes feedback on how we provide services to clients with disabilities. Our goal is to ensure we meet the needs and expectations of our clients and their families with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback can be provided in writing by filling out the form by email or in person. Clients can expect to hear back from us within 10 (ten) business days.

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## Concern and Complaint Policy and Procedure

Treetop Children's Centre believes that all parents/guardians are entitled to expect courteous, prompt, and careful attention to their needs and requests. Therefore, it is the primary responsibility of Treetop Children's Centre to give serious and prompt attention to any raised concerns about our childcare service. All complaints and raised concerns will be dealt with in a professional and confidential manner.

We anticipate that some concerns/issues may be resolved quickly by an informal approach to the appropriate childcare staff member. If this does not achieve the desired outcome or parent/guardian believes the concern is of a more serious nature and would not be resolved in this manner, parent/guardian is advised to follow the steps outlined in the filing complaints section of this document.

### Confidentiality

When handling your complaint, Treetop Children's Centre will:

- Treat all information received in confidence to the greatest extent possible and consistent with the public interest and the right to privacy. Complaint information required for reporting and statistical purposes will be made anonymous and all identifiable data will be removed.
- However, where the review and investigation of the complaint indicates that there are necessary reporting and requirement to disclose some or all of the details of the complaint (i.e. Child Abuse – Reporting to Toronto Children's Aid Society) the information will be directed to the appropriate and applicable agency

### Procedures for filing complaints

#### Step 1 – Make a complaint

Treetop Children's Centre will accept written complaints by email [info@treetopchildrenscentre.com](mailto:info@treetopchildrenscentre.com), or by fax (416) 484-9128. A compliant form may be obtained by calling our centre main line (416) 484-8702 or downloading the form from the Parent Handbook (pg.48-50) from our website [www.treetopchildrenscentre.com](http://www.treetopchildrenscentre.com)

All complaints should include the following details;

- Name and contact information of the person submitting the complaint (Treetop Children's Centre will not accept anonymous complaints)
- Detailed description of complaint, including dates, times, direct quotes whenever possible, first-hand facts and observations, names of persons involved, witnesses, etc.

#### Step 2 – Investigation of your complaint/concern

The Director or Assistant Director will acknowledge a receipt of your complaint no later than 3 business days after its receipt. The complaint communication will be logged and dealt with in order it was received.

**Exception:** If the complaint contains information about the direct health and safety of the children it will be given priority and dealt with immediately. During this process Treetop Children's Centre will refer the complaint directly to the appropriate agencies and/or Board of Directors.

#### Step 3 – Response to your complaint

Treetop Children's Centre will provide you with a written response to your complaint within 15 business days after the start of an investigation.

If you are not satisfied with our response to your complaint/concern, Treetop Children's Centre will inform you of the appropriate formal complaint process through The Ministry of Education.

**Parent Concern and Complaint Form**

Date of complaint: \_\_\_\_\_

Describe in detail and accurately the nature of your complaint/concern (attach an extra sheet if required). Please include date and time of the incident (if applicable), direct quotes, first hand observations and facts, names of persons involved, witnesses if any, etc.:

Signature of the complainant: \_\_\_\_\_

\*Name of person submitting the complaint (please print):

\_\_\_\_\_

\*Address:

\_\_\_\_\_

\*Telephone Number: \_\_\_\_\_

\*Alternative Contact Number: \_\_\_\_\_

\*Email: \_\_\_\_\_

*When handling your complaint, Treetop Children's Centre will: Treat all your information in confidence to the greatest extent possible and consistent with the public interest and the right to privacy. Complaint information required for reporting and statistical purposes will be made anonymous and all identifiable data will be removed. However, where the review and/or investigation of the complaint indicates that there is a requirement to disclose some or all of the details of the complaint (i.e. Child Abuse – Reporting to Toronto Children's Aid Society) the information will be directed to the appropriate and applicable agency.*

*For Office Use Only*

Complainant recorded by: \_\_\_\_\_ Date: \_\_\_\_\_

(Treetop Children's Centre staff)

**Actions taken:**

--

**Acknowledgement letter sent (date):** \_\_\_\_\_

Referrals to external agencies (if applicable)

**Other measures taken:**

**Response letter sent (date):** \_\_\_\_\_

Director or Assistant Director Signature \_\_\_\_\_

Date: \_\_\_\_\_

**Treetop Children's Centre Feedback Form**

Date: \_\_\_\_\_

Comment/suggestion: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name \_\_\_\_\_

Contact Information



