



Parent Manual

2026

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**Two Trees Child Care Centre
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Mission Statement

Two Trees Child Care Centre Inc. provides quality child care and education to children within the community. Our nurturing environment fosters a child's natural curiosity and promotes independence so that children may successfully reach their developmental goals.

Philosophy

At Two Trees Child Care Centre Inc. we encourage children to construct their knowledge and enhance their development through play-based learning. Our centre is founded on a philosophy of fairness and respect.

Our program focuses on the whole child, recognizing the value, strengths and uniqueness of each individual. The curriculum is based on the children's interests and the activities are planned according to their particular level of development. Our program is carefully crafted to prepare your child for kindergarten. We believe children benefit from working in both group and individual settings to help them achieve their developmental goals and milestones.

Two Trees Child Care Centre values family and the unique style in which families choose to raise and care for their children. Consistency in a child's life and routine provides the confidence and security he/she needs to explore and succeed in their environment. In order to achieve this consistency, Two Trees Child Care Centre will work closely with families of enrolled children. Our qualified staff will ensure that each child's diet, health, sleep, behaviour management strategies and educational practices are met appropriately and to the highest standards possible.

Program Development

Staff at Two Trees Child Care Centre use observation and communication techniques in order to program around your child's interests. The programs are built on a daily basis and the learning opportunities are derived from teacher observations. The staff will provide a wide variety of activities for your child to participate in at his/her own discretion.

Staff will use the *How Does Learning Happen Document** in order to ensure that all activities are developmentally appropriate for each child. This document is in line with the Minister's Statement on Programming and Pedagogy. It focuses on building positive relationships with both the children and families in a collaborative environment.

The Four Elements of How Does Learning Happen are as Follows:

1. Well-Being
2. Belonging
3. Expression
4. Engagement

**For more information regarding the How Does Learning Happen Document, please visit the Ministry of Education website: <http://www.edu.gov.on.ca/childcare/pedagogy.html>*

Once staff have established the goals and learning outcomes they would like to work toward with the children, the teachers will plan activities within each learning centre and provide materials, time and space needed for exploration and investigation.

The learning centres are as follows:

Creative & Arts

Sensory

Manipulative/Cognitive

Dramatic Play

Language & Literacy

Music and Movement

Science and Discovery, Nature

Blocks

Outdoor

Teachers will post documented learning samples both on the communication app and in the classroom, that will include photos of the children, samples of their work and explanations outlining how the children are learning.

Services Offered

Two Trees Child Care Centre provides quality care for children ages 0 months – 6 years old. Two Trees follows the Child Care and Early Years Act (CCEYA) (legislation that governs childcare in Ontario); as a result our centre has facilities for up to 88 children.

Group	Number of Spaces Available	Number of Classrooms	Capacity of Each Classroom	Teacher: Child Ratio
Infant (0-18 months)	10	1	10	1:3
Toddler (18-30 months)	30	2	15	1:5
Preschool (30 months -5 years)	48	2	24	1:8

Days and Hours of Operation

Monday	7:00am – 6:00pm
Tuesday	7:00am – 6:00pm
Wednesday	7:00am – 6:00pm
Thursday	7:00am – 6:00pm
Friday	7:00am – 6:00pm
Saturday	Closed
Sunday	Closed

Two Trees Child Care Centre observes the following holidays and will not provide services on these days:

Family Day

Good Friday

Civic Holiday

New Year's Day

Canada Day

Victoria Day

Christmas Eve

Labour Day

Thanksgiving Day

New Year's Eve

Christmas Day

Boxing Day

Easter Monday

*If any of the above day's falls on a weekend, the centre will be closed the following business day.

***There will be no substitutions or makeup days allotted for holidays.**

Policies & Procedures

Activities off the Premises

Trips may be taken outside of the centre and detailed information about the trip will be sent home prior to such excursions. If for some reason parents do not wish their child to participate, alternate arrangements for your child's care must be made. There is no reduction of fees for an absence due to non-participation. Parent Volunteers are always welcomed to join their child on an outing.

Admission Policy

The following steps will be taken as part of the admission process. An interview will be arranged to familiarize you and your child with the surroundings, answer any questions and complete your admissions forms.

1. Submit Registration Package
 - Include copy of: immunization record.(Must update with any new vaccination) or Statement of Conscience or Religious Belief for Child.
 - Provide information regarding any special requirements needed for the Child (ex. Allergies, food allergies, anaphylactic allergies, dietary restrictions for preference, religion, Medical needs etc.)
2. Pay Fees Due Upon Registration:
 - 2 Week Non-refundable Deposit (based on daily rate) – Goes toward last 2 weeks of care.
 - 1st month of your child's fees (depending on child's start date)
3. Schedule Visit Days for you and your Child
 - Meet the teachers and visit the classroom
 - Set up cubbies & supplies for your child

Discharge Policy

The centre requires a minimum of 45 business days written notice by the parent/guardian in advance of withdrawing a child from the centre.

The two-week non-refundable deposit will be applied to the final two weeks of the 45 day period. Parents will forfeit the remaining month's fees, including the two-week non-refundable deposit in the event that a child is withdrawn from the centre with less than 45 days written notice.

Subsidized families: As per York Region Policy- Families are required to give 10 days' notice.

Two Trees Child Care Centre Inc. reserves the right to discontinue child care services to a child(ren) or family with immediate effect at the discretion of the Director including but not limited for the following reasons:

- If a child's behavior manifests itself into a potential safety issue to self, other children, clients, parents/guardians or staff.

- Verbal or physical abuse to a staff or child by a parent/guardian or other children including threatening comments and defamation of Centre's reputation.
- Non-payment of fees, payment declined or payment returned from bank on three separate occasions. Non-payment of late pickup fees, N.S.F. charge or a late payment charge after a written notice from the supervisor.
- Parents/guardians who refuse to make the appropriate arrangements for children who become ill or injured while at the child care centre.
- Parents/guardians causing disruption in the child care centre.
- Two Trees Child Care Centre Inc. staff is unable to fulfill the appropriate care requirements of the Child without assistance from an educational assistant or support from a third-party agency.
- Parents/guardians not complying with the policies set out by the Two Trees Child Care Centre Inc. Handbook.

Supporting Positive Interactions

Acceptable Interactions with Children

We practice a positive approach when guiding children's behavior. We place the emphasis on understanding the individual child and reasons for their behavior. It is therefore, our responsibility to locate the source of the behavior, understand it, and help to change it if necessary. The most effective means of producing more appropriate behavior is through modelling, explanations, redirection, and presenting alternatives. Our focus is to bring the children to a level at which they understand their own individual needs and are able to express and regulate emotions when experiencing healthy levels of stress.

1. **Plan** – Make sure the daily program and the activities are age appropriate. Arrange the environment to meet the needs of the group and individual child. Intervene before the play starts to deteriorate, change activities. Keep line up times to a minimum. Take out the ratio of children to teacher to eliminate chaos.
2. **Limits** – Set clear and realistic limits. Ensure they are maintained consistently by all staff. Involve the children in a discussion of why the rules are important. Ensure the children know the expectations and ensure they make sense to the children.
3. **Positive Reinforcement** – Direct positive attention to children who are following the limits. Sincere compliments reinforce a child feeling of self-worth.
4. **Clear Communication** – Ensure the children understand what you mean. Keep in mind the developmental level of the child when you are speaking with them.
5. **Redirect** - Redirect behaviour that is inappropriate. Remove the child from the area and given them another activity. They have lost privileges with that activity or group of children, only.
6. **Discussion and Listen** – Tell the child how you wish his behaviour to change. Let the child talk through their problems. Show you listen and care.
7. **Planned Ignoring** – Some behaviors can be ignored while placing more focus and emphasis on positive behaviors
8. **Natural and Logical Consequences** – Provide natural and logical consequences when appropriate. This will start to develop self-discipline.
9. **Address the Child** – Address the child privately in a non-threatening manner. Explain the outcome of his/her behaviour and how it should have been dealt with.

Outcome is:

- a. Related to the nature of the unacceptable behaviour.
- b. Appropriate to the developmental level of the child.
- c. Designed to assist the child to learn appropriate behaviour.
- d. Implement as soon as possible after the unacceptable behaviour.
- e. Difficult situations are documented on our incident reports. Discussed with the supervisor and parents. A meeting may be requested depending on the severity and frequency of the unacceptable behaviour.

1. **Awareness** – Be constantly aware of your surroundings. When you are performing a small group activity keep an eye on what is happening in all the other areas of the room or the playground.
2. **Positive Attitude** – Daily tasks are performed with a positive attitude. Be enthusiastic, have a sense of humor, be patient and kind.
3. **Stress** – Recognize your own stress levels. Ask for assistance for another staff before you lose control in front of the children and families.

Prohibited Practices:

The following is a list of Prohibited Practices as set out in the Child Care and Early Years Act (Subsection 6.6)

Two Trees Child Care Centre does not permit the following:

1. Corporal punishment of the child.
2. 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 or someone else and is used only until the risk of injury of no longer imminent.
3. Locking the exits of the child care centre for the purpose of confining the child or confining the child in a room or area without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that will humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.
7. Participate in any form of sexual abuse, sexual misconduct and prescribed sexual acts.

DUTY TO REPORT

According to the Child and Family Services Act, professionals that work with children have an obligation to report promptly if they suspect a child is or maybe in need of protection.

Clothing and Possessions

Children should be dressed in clothing that is appropriate for physical activity, the weather, and the season. A second set of clothing should be kept at the centre in case of accidents. All diapers are to

be supplied by the parent and should be left in the child's cubby. All articles from home must be labeled with your child's name.

Please be aware that Two Trees Child Care Centre Inc. accepts no responsibility for any lost or stolen possessions that the child brings into the daycare.

Community Involvement

Local Visits – Establishments in the local neighbourhood.

Visits to the Centre – Parents with special skills, librarians, professionals etc.

Visitors from other child programs and organizations to share information.

Fire Drills & Emergency Response

Two Trees Child Care Centre Inc. conducts monthly fire drills at the centre. The procedures for all of these situations including the evacuation of the child care centre are posted in each classroom. Each child is signed in and out each day as a safety precaution. This helps us to ensure that Two Trees staff can account for all children in the event of an emergency.

Emergency Preparedness

During any Emergency and/or urgent/pressing situation where immediate action is required, the staff will ensure the safety of any children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called. The supervisor/director will assess the emergency situation, and notify the parents/guardians regarding the details. The supervisor will notify if the all clear has been given, and/or if they need to come and pick up their child(s) as soon as possible.

Where disasters have occurred that did not require evacuation of the child care centre, the Supervisor must provide a notice of the incident to parents/guardians by posting a written notice at the parent communication board at the entrance and via Brightwheel.

If normal operations do not resume the same day that an emergency situation has taken place, the Supervisor will provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined

Medical conditions

Each child with medical needs requires their own individualized Children with Medical conditions must fill out and complete an Individualized plan. The plan will be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation. The form can be found in the office. Please speak to the supervisor/Director if your child has a medical condition. This form must be completed for a child who has one or more acute* or chronic** medical conditions such that he or she requires additional supports, accommodation or assistance.

If significant changes and updates are required to this individualized plan, a new individualized plan must be completed.

Anaphylactic allergy

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, exercise etc.

Foods which commonly produce allergic reactions are: milk, soy, egg, wheat, fish, shellfish, peanut and tree nuts.

Upon registration, parents are to complete a health history form. If the parent or physician identifies an anaphylactic causative, Two Trees Child Care Centre will request a written plan from the parent to accompany the epinephrine and injection device (ex. EpiPen).

A file for any child that has been identified as having any anaphylactic causative which shall include proof (allergy test, prescription medication or note from family physician) of an anaphylactic allergy along with the child's individual plan, including that emergency procedures are reviewed with all parties involved. The child's photo and emergency information will be posted in the classroom and kitchen/food preparation area for easy identification. The epinephrine consent form and child's individual plan will be in possession of staff or provider who has direct supervision of that child.

Anaphylactic forms can be found in the office. Please speak with the supervisor or Director.

Meals/Snacks from Home:

Two Trees Child Care Centre provides all the meals for the children including milk. For certain circumstances (children with allergies/dietary restrictions, children with anaphylactic plans and children in our infant program) parents will be asked/parents will ask to provide snacks and or sides to each lunch (ie bread, pasta, etc) for their children. All we ask is that the meal/snack is Nut Free. The below must be followed by parents/guardians.

1. Please let the supervisor or director know (either in person or via Brightwheel) that you will be bringing in a meal/snack for your child.
2. Ensure that the snacks coming in are in its original sealed packaging so that we are able to see the ingredients as well as labelled with your child's name. If you are providing lunch your child's name and the ingredients must be labelled or it will not be accepted. Ensure all food is clearly labelled with the child's name, date of delivery and ingredients. Document all food that is brought in for special dietary restrictions.
3. Item will be checked by staff or supervisor that it is nut free before allowing it into a classroom/before going into the kitchen.
4. Child will be given meal/snack at an appropriate time (whether lunch or snack time).

Health and Administering of Drugs

Two Trees Child Care Centre requires that all children be immunized prior to enrollment. All immunization records need to be up to date and submitted with the registration package. Two Trees Child Care also requires a completed Health History Form submitted upon registration.

The center is required under the CCEYA and the Public Health Department to exclude children who are ill in order to prevent the spread of contagious disease or illness. **Parents must be prepared to make other arrangements for their children when they are ill.** If a child becomes ill during the day, temporary care will be provided until the parent can be contacted, and the child is taken home. In cases where we cannot locate the parent, we will call the emergency contact to negotiate procedure for alternate care. In all cases, the welfare of *all* the children in our care is our first consideration. Regulations require daily outdoor (weather permitting) play for each child. Therefore, it is our policy that children too ill to play outdoors remain at home.

Children deemed too ill to attend the child care centre may display the following:

- A Fever of 37.8 degrees Celsius or higher *child will be checked at a minimum of 3x before contacting parent/guardian
- Vomiting (2x or more, or 1x accompanied with a fever or 1 episode of diarrhea and 1 episode of vomiting within a 12- hour period)
- Abnormal Diarrhea (*Frequency of 3x or more in a 12-hour period*) *child must be 48 hours symptom free before returning to centre*
- Hand, Foot and Mouth Disease – child to remain off until blisters have dried over
- Pink Eye (for bacterial conjunctivitis until appropriate antibiotic is taken for at least 24 hours)
- Undiagnosed skin rash
- Contagious diseases (ex. measles/mumps etc)
- Extreme lethargy
- Difficult or rapid breathing or a severe cough
- Child is unable to participate in the daily routine, program and set activities (indoor/outdoor)

–At the discretion of the supervisor/Director

- **There will be no reduction or refund in fees for days missed due to illness. There will be no substitutions or make up days given to part time children unless approved by the director at his or her discretion.**

Two Trees Child Care Centre Inc. reserves the right to determine whether a child is well enough to attend the childcare centre.

Although ill children are directed to stay at home, children's whose illness is not infectious may return to the child care centre after 24 hours (48 hours for vomiting & diarrhea) and are feeling well enough to participate. Some children require routine medication/treatment over a period of time. The child care supervisor will decide if staff can administer the medication/treatment providing it can be done safely.

All children who are taking prescription or non-prescription medication while attending the daycare are expected to participate in all aspects of the program. If a child is not well enough to participate, the child is advised to remain at home until he/she is healthy enough to do so.

Head Lice Policy

Head lice or pediculosis is common in children. It is not a communicable disease. All families can help to decrease head lice in our Child Care by performing regular head checks of their children and treating the head lice if found. Checking for lice takes patience, diligence and plenty of time. It is recommended that you always be sensitive to the children's feelings around this topic. Head lice can happen to anyone regardless of social class or level of personal cleanliness. When head lice are identified at Child Care, parents/guardians are contacted so treatment can start right away. Children are allowed to re-enter the class only when all of the lice eggs (nits) have been removed from the hair. Children who have had head lice must be checked by school staff before they enter the classroom. Notices and an information pamphlet will also be sent via the communication app.

Effective treatment of head lice includes:

- Checking all family members for lice.

- Using the appropriate shampoo.
- Treating all family members who have lice.
- Removing all nits (eggs).

Procedure for administering medication

- Each prescription and non-prescription drug or medication must be accompanied by written authorization from the parent. This is documented on the medication form that the parents sign.
- Parent must deliver the medication in the original container.
- medications must have the original prescription label on it, listing:
 - Child's name
 - Date of purchase or Date prescribed/brought to centre
 - Physician's Name (prescribed Medication only)
 - Expiry of medication
 - Storage Instructions
 - Required dosage
 - Route (oral, nasal, rectal, eye, ear, injection)
 - Date to end administration of medication

Staff can administer *non-prescription and over the counter medications*. These medications are any medications that have not been prescribed by a physician and are available over the counter at most pharmacies (such as teething gel etc.). An Authorization for the Administration of Non Prescription Medication form must be completed by parent before the medication can be given. Two Trees Child Care Centre Inc. assumes no liability for any reactions, symptoms or side-effects present as a result of taking these medications.

- Any child who requires medication for emergencies or special circumstances must have written authorization from the parents and will be given to the child based on the judgement of the child care provider based on the needs of the child.

Inclusion of Children with Special Needs

Two Trees Child Care Centre programs are open to all children. We will continue to train and support all staff by consulting the expertise from outside agencies and informing staff of professional development opportunities. We strive to provide programs based on the needs of the child and family. It is our intention to work closely with the families to provide support based on a family's unique needs and expectations.

Our program is committed to supporting children with diverse learning, developmental, physical and behavioural needs and will make reasonable efforts to provide an inclusive environment for all children.

To ensure the safety and well-being of all children in our care, each child's needs will be assessed on an individual basis. In situations where the program determines that it is unable to adequately meet a child's needs due to limitations in staffing, resources, facility requirements or specialised support services, families will be notified and efforts will be made to discuss alternative arrangements.

If, after careful consideration and consultation with the family and any relevant support professionals, the program is unable to provide appropriate care or ensure the safety and well being of the child and

others in the program, care may be discontinued in accordance with the centre's withdrawal and termination policies.

Drop off policy & Late Pick-Up Policy

Drop off Policy

In order for your child to benefit from our child care program we ask that your child be dropped off no later than 11:00 am. If you will be arriving later the 11:00 due to an appointment or other circumstances, please contact the centre VIA phone, email or centre communication app.

Late Fee Policy

Two Trees Child Care Centre closes at 6:00pm. Parents/guardians are required to pick up their child(ren) prior to 6:00pm. If you are going to be late, please make every effort to contact another person to pick up your children and inform the centre's staff. The clocks on the Two Trees tablets or Ipads used by the staff will be used to determine if a parent is late.

A late fee will be payable in cash or e-transfer to the centre within 1 business day, which will be paid to the staff on duty as they are responsible for staying late to accompany the child.

Late fees are assessed as follows:

- \$20.00 for pickup between 6:01 – 6:10pm
- Additional \$1.00/minute for each minute after 6:10pm

The following steps will be taken should the centre's staff not hear from the parent/guardian by closing time:

1. The staff will try to contact the parent/guardian at home and/or work
2. The staff will then try to contact the authorized persons as listed on the admission form
3. In the event that we cannot contact any authorized persons by 7:00pm, we will contact the police and Children's Aid Society.

Staff are required to fill out a form for any parent/guardian arriving after 6:01pm. The completed form is submitted to the supervisor.

Please note families who have an agreement with York Region Subsidy are required to abide by the late fee policy, and are responsible for paying any late fee balance.

Child Care Safe Arrival and Dismissal Policy

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on their individualized emergency contact form under authorized pick-up list. If the individual is not listed, ask the parent/guardian to provide authorization for pick-up in

writing (e.g., note or email). * Please note their LEGAL name must be on the pick up list as the request for PHOTO ID may be asked.

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

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Staff shall contact the parent(s) via centre communication app, if there is no response within 30 minutes (by 11:30) then notify the supervisor and they will contact the parent(s) via phone call. If parents do not respond via phone call, the supervisor will contact the listed emergency contacts. If we do not hear back from either the parent(s) and authorized pick ups/emergency contacts of the whereabouts of the child(ren) we will contact York Region Children's Aid
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), please ask for ID make sure it matches with a name on the child's emergency contact. You can also confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within the hour of being told they were going to pick up, the staff will contact the parent by a phone call and notify them that they were told that they would pick at "____oclock/certain time and the child is still in care and has not been picked up."
 - Where the staff is unable to reach the parent/guardian, staff must send a message on the communication app to notify they have called and child is still here. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact them via phone call one more time (one hour after the time that they were told they would come pick up) we will then wait until program closes and then refer to procedures under our late pick-up.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00p.m, staff shall ensure that the child is given an activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the remaining individuals listed on their authorized pick-up list as well as calling the parent(s) again.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm, the staff shall proceed with contacting York Region Children's Aid Society at (905) 895-2318. Staff shall follow the CAS's direction with respect to next steps.

Nutrition

A nutritious mid-day meal as well as morning and afternoon snacks will be provided. Children's special dietary needs and allergies will be posted in the cooking and service areas.

No food/bottles will be accepted into the centre without prior approval by the supervisor. Any food/bottles brought into the centre must be clearly labelled with each child's name and follow the labelling requirements listed below.

Any parents who have been approved to bring in outside food, drinks, bottles, sippy cups, etc. must ensure the food is properly stored and labelled with the following:

- Sealed container or Ziploc bag
- Labelled with the child's name
- The date of expiry
- The date it was brought into the centre.
- Ingredients used during cooking or preparation.

All food must be approved by the supervisor before bringing them into the centre so that we may monitor them for allergies.

Parents Hiring Staff for Off Hours Babysitting

Birthday Parties or Babysitting and Social Media

Staff will not attend any personal family functions, birthday parties or babysit while the child is enrolled at Two Trees Child Care Centre. If either the Supervisor or Director learns that a staff member has attended a family event or babysat an enrolled child, disciplinary action may occur at the discretion of the Director. Families of currently enrolled children must not have any of the staff that are employed at *Two Trees Child Care Centre* on any form of social media.

Parental Involvement

We at Two Trees Child Care Centre believe that the parents play a critical role in a child's learning and development. It is vital for both the teachers and the parents to keep open lines of communication on a regular basis in order to optimize the child's development. It is also important

that parents reinforce what the child is learning in the home environment just as it is equally important for the staff to support what the parents are teaching their children at home.

Individual interviews or group meetings are available to all parents upon request or as per request from staff at Two Trees Child Care Centre. Family members are encouraged to participate in the daily program and to visit their child in their free time.

Please note that while we encourage parent participation and involvement; under no circumstances is a parent to be left alone with any child/ren (other than their own), while participating in any Two Trees Child Care Centre programs or during outings such as walks field trips, etc.

Rest and Sleep Policy

All children attending a full day program are required to rest for a short period of the day. We schedule a quiet rest period after lunch. The quiet rest period is 2 hours each day. The staff provide quiet music and supervise the rest time. Please send in a blanket for quiet rest time. **No child has to sleep.** Staff will provide quiet activities for those who do not sleep.

Supervisor will verbally consult the parent of child in regards to sleeping arrangements and schedule prior to enrolment and at any other appropriate time, i.e., when a child moves from infant room to toddler room, parents will be notified in advance that the child will be sleeping in a cot instead of a crib.

Serious Occurrence Notification Form Posting Policy

Two Trees Child Care will post a Serious Occurrence Notification Form in a conspicuous place for the parents to view in the event of a serious occurrence.

Posting Process and Key Timelines:

1. Two Trees Child Care will submit the Serious Occurrence Initial Notification Report to the Ministry of Education within 24 hours of becoming aware of an occurrence or when Two Trees Child Care Centre deems the occurrence to be serious as set out under the regulations of the Ministry of Education and the CCEYA. The supervisor will complete a Serious Occurrence Notification Form to communicate information to parents about the Serious Occurrence that took place at the centre.
2. The Serious Occurrence Notification Form will be posted on the parent bulletin board located at the front entrance of the centre.
3. The Serious Occurrence Notification Form will be updated as Two Trees Child Care takes additional actions or as investigations are completed.
4. The Serious Occurrence Notification Form will be posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by Two Trees Child Care Centre, the form will remain posted for 10 days from the date of the update.
5. Two Trees Child Care Centre will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request.

6. This policy will be reviewed annually by all staff, students and volunteers of Two Trees Child Care Centre Inc.

Smoking Policy

Smoking of any kind is not permitted anywhere on Two Trees Child Care Centre Inc. property. This includes inside the building, anywhere on the playground or any of the sidewalks/curbs surrounding the outside of the building. We also do not permit any persons to have any smoking paraphernalia visible on them (ex. Cigarettes or lighters tucked above the ear, etc.) while on Two Trees Child Care Centre Inc. property.

Staffing Policy

Our centre is staffed with teachers qualified in Early Childhood Education as well as Early Childhood Assistants. Each teacher is carefully interviewed, reference checked and required to have a Vulnerable Sector Check, medical assessment, TB test, current First Aid certificate and reviews completed by a supervisor. Our staff are encouraged to attend as any professional development opportunities as possible. We provide the staff with internal training and workshops throughout the year.

Staff Responsibility: Reporting to Children's Aid Society

In the event that child makes a disclosure to a staff or child's behavior raises concern regarding abuse or neglect, staff is required and will always contact Children's Aid Society. This is a very difficult process for staff, parents and especially children. Staff will follow the direction of Children's Aid Society through the reporting and response process. Staff are not judging the actions of a parent in these matters – they are following the law. These matters are held in strict confidence.

Camera

Two Trees Child Care Centre has cameras both in the centre (including hallways and classrooms, excluding bathrooms) and out on the playground. There is no access to the viewing of the camera for parents/guardians as we utilize them for internal security and monitoring. There is no sound on the video and it is only accessible and viewable in the centre office.

Supervision of Students & Volunteers

Volunteers and students play an important role at Two Trees Child Care Centre. Two Trees values the work and dedication these people put in to making a difference in the lives of children. The centre upholds the Canadian Code for Volunteer Involvement in that volunteers and students are oriented into their positions, supported in their work, adequately supervised and evaluated and recognized for their contributions at Two Trees Child Care Centre Inc.

Guidelines for Supervision

- No child will be supervised by a person under 18 years of age.
- Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre.
- Placement students are not counted in the staffing ratios of the centre.
- Volunteers are not counted in staffing ratios of the centre

Procedures under the CCEYA Applicable to Volunteers and Students

Volunteers and students will meet the following CCEYA requirements;

- All policies, procedures and the program statement will be reviewed with and signed off by volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards;
- The individual plan(s) for a child with anaphylaxis and the emergency procedures will be reviewed with and signed off by volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards;
- The supervision policy for volunteers and students will be reviewed with volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards;
- Vulnerable Sector Checks are required for all volunteers having direct contact with children in the centre
- Volunteers/Students under the age of 19 cannot receive a Vulnerable Sector Check in their region

Complaint Policy

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns .

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff. Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children,

parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Two Trees Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly or the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within Click here to enter text. business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the supervisor or licensee.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to the individual directly or the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director.

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

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

Contacts: Sreeparna Das

905.626.4917

sdas@twotreeschildcare.com

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcareontario@ontario.ca

Complaint Report Form



Parent Name	
Date Report Submitted to Office	

Details of Complaint / Concern: <i>(include: dates, times, locations, staff, incident, etc.)</i>

Parent Signature: _____ Date: _____

For Office Use:

Report Submitted To:	
Date Report Received:	
Supervisor / Designate Signature:	

Action Plan <i>(ex. meetings, follow ups, strategies, policy references, etc.) Attach any documentation relating to this complaint to this form and store in the family's file).</i>

Fees Policies

1. REGISTRATION - A non-refundable deposit of 2 weeks' worth of your child's monthly fee will be required upon registration. The centre requires a minimum of 45 business days written notice by the parent/guardian in advance of withdrawing a child from the centre. The two-week non-refundable deposit will be applied to the final two weeks of the 45 day period. Parents will forfeit the remaining month's fees, including the two-week non-refundable deposit in the event that a child is withdrawn from the centre with less than 45 days written notice.

2. Fees are set in accordance with on-going operational costs which will be assessed on an annual basis. FEE RATES will increase as of April 1st and a minimum of 30 days notice will be given prior to changes to fee schedules. Two Trees Child Care Centre has the right to increase the price on a yearly basis, usually around April of each year. The increase does not affect the children who are eligible for fee subsidy through York Region. Parents/Guardians will be notified either through a letter or through the centre app (Brightwheel) at least 30 days prior to the increase coming into effect. The percentage of increase will be between 3 – 5%. Two Trees Child Care Centre is enrolled into the CWELCC Program currently.

3. FEE SCHEDULE – All fees are to be paid in full on the 1st of each month. Payments will be made by direct deposit, and e-transfers may be accepted upon the owners approval. Parents/guardians are required to notify the supervisor of any change to banking information immediately.

4. REFUNDS/REDUCTIONS - There is no reduction in fees for a child absent due to illness or for any other reason. Any refunds made to an account will be made payable by cheque to the primary parent. All refunds will be processed by the first week of the following month after payment has been made. There are no refunds on the monthly fee once your child has attended their first scheduled day of care. There are no refunds on deposits if less than 45 days (or two months notice) notice is given for withdrawal before start date.

5. NSF CHARGES – Families will be charged \$40 for any payments being returned Non-Sufficient Funds. This fee will need to be included in your certified cheque or money order to pay the current owing balance.

6. LATE PAYMENTS – Two Trees Child Care Centre Inc. reserves the right to terminate services if any payment is more than 5 days past due. Families will incur a \$15.00 charge per week that payments are late.

7. OUTSTANDING BALANCES – Two Trees Child Care Centre Inc. will attempt to collect any outstanding balances. Should the supervisor be unsuccessful in collecting outstanding fees, the account will be forwarded to a collection agency. Any amounts owing will accumulate on going interest at the rate of \$15/week until all fees are paid in full. Any costs related to obtaining the owing fees will be paid at the Parent's expense.

8. RECEIPTS – Income Tax receipts will be issued each February.

9. **PART TIME CARE FEES** – Part time family pay the daily rate on a monthly basis. Any additional days the Child attends on top of their regular scheduled days will be billed as additional days and will be billed at the daily rate to be paid in the following months fees. Switching care days is not permitted at Two Trees Child Care Centre Inc. Currently Two Trees are not offering parttime care.

10. There will be no refunds issued if the agency is closed for any unforeseen circumstances (ie weather/snow storm, fire, flooding etc..) *Please note effective February 25 2025 Two Trees Child Care Centre will follow any snow day closures as York Region District School board announces*

**All policies found in the Registration Package & Parent Handbook are applicable. Please note all of the above as additional financial policies.*

Additional Fees for Subsidy Families

Subsidized families are not subject to any program related costs, however, please note the following additional fees and charges for subsidized parents.

1. Exceeding Sick and Vacation entitlement – The government subsidy office allots and maintains sick and vacation days for all subsidy children. Should the child exceed their entitlement for the year (for which the subsidy office does not pay the Centre), the Parent will be responsible for paying the Centre at the standard rate for each day the child attends the Centre, according to the age of their child.

2. Sick Notes from the Doctor – The subsidy office has policies on documentation for absences due to illness. Should the subsidy office not approve the sick days, the parent shall pay the regular fee for the days not covered by the subsidy office (*refer to the Fees Policy section*)

Policy Changes

Two Trees Child Care Centre Inc. reserves the right to change its policies as needed. Policy changes will be given out to parents as they are passed.

Use of Human Milk

Two Trees Child Care Centre recognizes that breastfeeding is a normal way to feed a child and that breastmilk is optimal for a child's growth and development. We will support women as they continue to breastfeed and provide expressed milk for their child while in our facility. We will provide a respectful environment for breastfeeding families and team members through positive and supportive breastfeeding practices.

Each staff member will:

- Encourage parents to only bring the amount of milk needed for each day. Two Trees Child Care Centre will NOT store milk overnight.
- Perform a Double – Check Process every time a child is fed breast milk. This will involve two staff members check that the correct breastmilk is fed to the correct child. Both the parents and child's name will be confirmed with each staff member. The two staff MUST sign the Human Milk Administration Form
- Clean hands before and after handling breastmilk, and wear gloves.
- Understand the procedure if a child consumes breastmilk not intended for him/her. Both the parent of the child who consumed the breastmilk in error and the mother whose breastmilk was fed in error should be notified immediately and instructed to contact their physician and to inform the Director or Supervisor.

Supply List for Child Care

What to Bring to Child Care

- Blanket
- Pacifier if needed
- Infant room: 1 bottle/sippy cup (Water only) 3 bottles for (milk/formula)
- Infant room: Formula, or purred food (if not on homo milk or solids yet)
- Sippy Cup or water bottle (children access as needed)
- Diapers and wipes (with large plastic wipes container)
- Any creams needed for diapering
- 2 complete changes of clothing, including socks
- Indoor shoes or slippers (children must wear indoor shoes at all times in case of emergency)
- Outdoor clothing appropriate for the season – The children go outside twice a day (weather permitting)
- Staff will apply sunscreen to the Child as required starting after the Victoria Day long weekend up until September 30th. It is the Parent's responsibility to supply sunscreen with the Child's name on it and not expired.

Spring/Summer Items

- Bathing suit (water play)
- Towel
- Sunscreen
- Hat
- Rain boots

Fall/Winter Items

- Hat
- Mittens (with clips if needed)
- Neck warmer
- Boots
- Snow pants
- Extra socks

Please label all items with your child's name

PLEASE NOTE: FAMILIES WILL INCUR AN ADDITIONAL CHARGE OF \$20 IF A COT SHEET IS NOT RETURNED TO THE CENTRE AFTER BEING SENT HOME TO BE WASHED DUE TO A CHILD'S BM/PEE ACCIDENT.

Waiting List Policy

Two Trees Child Care Centre, follows a fair approach to registration process and allows all interested parents to have equal rights to obtaining a spot for their children at the Centre.

Policy and Procedure

- The Centre keeps a running list of available spots in each classroom for prospective students.
- There is no charge or deposit for prospective parents to go on the waitlist and hold a spot until they decide to register their child(ren) in the program.
- When a spot becomes available priority will be given to a) children who are currently enrolled and need to move up (by program), b) siblings of children currently enrolled, and c) families on waitlist based on the date they were added and if the available spot meets their request
- Parents may choose to be added on the “waitlist” either with a phone call or after having a tour of the Centre.
- Parents will have a maximum of 7 days to decide if they will take the spot
- When a spot becomes available the Supervisor contacts parents from the waitlist based on the date they were added and if the available spot meets their request.
- Once the parents make the decision to register based on the availability of a spot, they are asked to pay the non-refundable deposit upon completion of the paperwork.
- Once the paperwork is completed and the deposit is paid, the student’s name is added to the class attendance and a file is created for him/her in the Centre’s records.

Procedure:

Receiving a Request to Place a Child on the Waiting List

- 1) The supervisor will receive and accept requests to place child(ren) on waiting list via email, phone call or after a tour of the centre.

Placing a Child on the Waiting List

- 1) The Supervisor will place a child on the waiting list in chronological order based on the date that the request was received.
- 2) Once the child has been placed on the waiting list the supervisor will inform parents of their child’s position on the list.

When Space Becomes Available:

- 1) Priority will be given to a) children who are currently enrolled and need to move up to the next age grouping b) siblings of children currently enrolled, and
- 2) Once these children have been placed and prioritized, then the Supervisor will reach out to the families on the waiting list based on their chronological order.

Offering a Space:

- 1) Parents will be notified via phone call if a space is available for their child(ren) and when the space will be available.
- 2) Parents will be given a **maximum of five days** for a response to be required before the spot is offered to the next on the waiting list.

- 3) When five days have passed and no decision has been made to family, the Supervisor will contact the next parent of the next child on the waiting list to offer them the space.

The Supervisor will be the only contact person for parents and families to reach out to in regards to the waiting list and the only one (along with the director) who has access to it. They are the one to respond to parent inquiries and provide up to date information of the waiting list (as needed, and as per parent requests). The supervisor is to **maintain privacy and confidentiality** of all the information provided by the prospective families.

2026 Price List

Two Trees Child Care Centre has OPTED IN to the CWELCC program. Currently fees are structured based on guidelines from Ministry of Education and York Region.

The fees listed below are based on the number of days per week that the child is registered to attend. No refund is given for days missed due to any reasons. All fees are due on the 1st of each month for the month ahead.

Part time care is available at a minimum of 3 days per week if the centre can accommodate it.

“Base Fee” means any fee or part of a fee that is charged in respect of a child care, including anything an Operator is required to provide under the Act, or anything an Operator requires the parent to purchase from the Operator but does not include Non-Base Fee.

“Non-Base Fee” means any fees charged for optional items or optional services such as transportation or field trips or any fees charged with pursuant to an agreement between the parents and the Operator in respect of circumstances where the parent fails to meet the terms of the agreement to O. Reg 137/15 under the Act.

Prices Effective Jan 1st 2025 (see Below)

BASE FEE

	Full Fee	CWELCC Rate	Full Fee	CWELCC Rate
	Base Fee Part Time Rate	Base Fee Part Time Rate/Day	Base Fee Full Time Rate	Base Fee Full Time Rate/Day
INFANT	\$74.87	\$22.00	\$73.75	\$22.00
TODDLER	\$61.20	\$22.00	\$60.10	\$22.00
PRESCHOOL	\$52.47	\$22.00	\$51.35	\$22.00

NON – BASE FEE

NSF FEE	\$40	
Late Fees	6:01 pm – 6:10 -\$20	Additional \$1.00/minute for each minute after 6:10pm
Cot Sheet Replacement	\$20	
Outstanding	\$15/week	

Balance fee		
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**** Fees are subject to Change. All families are responsible for fees on stat holidays, sick days and missed days. Two Trees is closed for the stat holidays listed in the Parent Manual.***

***PLEASE NOTE: THERE IS NO DECREASE IN OUR NSF CHARGE OR LATE FEES**

– ****There will be no makeup days allotted for sick days unless approved by the director at their discretion***

Terms of Agreement

It is agreed that:

1. The word “Centre” as used in this agreement refers to Two Trees Child Care Centre Inc.
2. The word “Child” as used in this agreement and any other Two Trees Child Care Centre Inc. literature will refer to the person named on the first page of this registration package.
3. The word “Parent” as used in this agreement and any other Two Trees Child Care Centre Inc. literature will refer to the signature(s) on the front page of this registration package no matter what relationship to the child.
4. Breach of any terms of this handbook or regulations may result in cancellation of enrollment and forfeiture of any fees paid.
5. No amendment of this agreement will be accepted unless consent is given in writing by Two Trees Child Care Centre Inc.
6. **Two Trees Child Care Centre Inc. operates its programs on a full-time basis. Priority is given to families requiring full time care. However, the Centre will try to accommodate the needs of families who require care only on a part time basis (fewer than 5 days per week). A part time space is only available when it is not occupied by a child requiring full time care. Part time families will be offered to occupy the full-time spot or be given 30 days notice to find alternate care.**
7. Spaces cannot be held for children who temporarily withdraw from the program. The only way to hold on to a child’s space is to pay the regularly scheduled fees for the space.
8. **Children who are eligible to transition to the next classroom based on age may remain in their current classroom if a space is not available in the receiving program. In such cases, educators will modify activities and learning opportunities to support the child’s developmental needs and continued growth until a transition can be accommodated.**
For example; if a toddler reaches 30 months of age and is eligible to move to the preschool classroom, but no preschool spaces are available, the child may remain in the toddler classroom. Educators will provide age-appropriate activities and experiences to support the child’s continued development while awaiting placement in the preschool program.

9. The parent assumes responsibility for all bank and collection charges, as well as all legal fees incurred by the Centre in the collection of fees or the enforcement of any of the terms of this agreement.

10. The parent will abide by any allergy restrictions imposed by the Centre for the sake of another child.

11. The parent will inform the Centre of any existing or ongoing custody arrangements concerning the Child. The Parent will provide and court order custody papers to the supervisor.

12. The parent will notify the Centre immediately should the Child contact any infectious disease.

13. The parent will provide the supervisor with a doctor's note upon re-admission from absence of a Child whom incurred an infectious illness.

14. The parent will notify the Centre immediately should any information need to be updated (ex. Address, employment, phone numbers, etc).

15. The parent will release Two Trees Child Care Centre Inc. (individually and together hereinafter referred to as the Centre, it's directors, related corporations, employees, staff and agents) from any liability, loss, personal injury, accident, misfortune or damage to the Child and his/her property with the understanding that reasonable precautions shall be taken to ensure the health and safety of the Child. I understand that the Child attends the Centre and participates in its activities at his/her own risk.

Contact:

Two Trees Child Care Centre Inc.
570 Mulock Drive, Unit 1
Newmarket, ON
L3Y 8R9
P: (289) 803-3020
E: newmarket@twotreeschildcare.com
W: twotreeschildcare.com

INFANT CARE INSTRUCTIONS

Infant Feeding Instructions

(Children 12 months and under)

Child's Name: _____ Date of Birth: _____

		A.M.	Noon	P.M.
Formula Brand:	Time			
	Amount			
Milk	Time			
	Amount			
Other	Time			
	Amount			

Other Instructions:

Infant Sleep Instructions

	TIME	LENGTH OF NAP
NAP #1		
NAP #2		
NAP #3		

Tips for putting my child to sleep:

Parent Signature: _____ Date: _____

Program Statement

GOAL: Section A – Promote the health, safety, nutrition, and well-being of the children.

- **Health**

APPROACH

- A1.** Staff, students and volunteers will follow sanitary policy and procedures.
- A2.** Staff will follow illness policy and procedures - complete illness report when necessary.
- A3.** Staff will follow medication policy and procedures.
- A4.** Centre will ensure children are immunized in accordance to Ontario childcare legislation guidelines.

IMPLEMENTATION POLICY

A1. Sanitary

Two Trees Child Care Centre will maintain its facilities and equipment to ensure a safe and clean environment.

- All classroom and kitchen staff will complete daily & weekly checklists in order to ensure that all cleaning, sanitizing and disinfecting procedures are being followed
- All staff will follow appropriate hand hygiene, diapering and toileting practices
- All staff will know the proper cleaning and disinfecting practices and steps necessary for daily, weekly bodily fluids and outbreak control.
- Students and volunteers will work collaboratively with staff to follow appropriate sanitary practices to be in compliance with the CCEYA regulations.
- Supervisor will conduct checks to ensure hygiene practice are being followed and makes notes to track progress.
- Supervisor will report outbreak of reportable diseases to public health

A2. Illness

Upon each child's arrival to the centre, the staff will perform a health check of the child to screen for any signs of illness. Staff will indicate the health check result on the daily attendance. Should a child become ill while in our care, the parent will be notified immediately to pick up their child, separation of ill children from well children will be provided until the child is picked up. An illness report will be filled out indicating the symptoms observed, action taken, and the date and time in which the child may return. A copy of this report will be given to the parent upon request when they arrive to pick up their child. Children may attend the centre prior with a doctor's note clearing them safe to be in a child care setting. Supervisors will review each illness report and will confirm with classroom educators that it has been logged in the classroom communication log book and illness report.

A3. Medication

Two Trees works closely with our families to ensure an environment that is safe and supports good health for all of the children who attend. Should a child require temporary or ppll long-term medication while on-site, staff may administer drugs/medication when the following procedures have been carried out:

1. **Each prescription and non-prescription drug or medication is accompanied by written authorization from the parent. This is documented on the**

Medication Form that the parents sign.

2. Each prescription and non-prescribed medication must contain the following:

- i. The original packaging – label still legible and intact
- ii. Child's name
- iii. Date of purchase
- iv. Physician's Name (Prescribed Medication Only)
- v. Expiry of medication
- vi. Storage Instructions
- vii. Required dosage
- viii. Route (oral, nasal, rectal, eye, ear, injection)
- ix. Date to end administration of medication

Both the RECE and ECA's in each classroom will be responsible for recording, storing and administering the medications for each of their classrooms (the names in order of responsibility are posted in front of each medication binder). The Supervisor will review all medications and records during checks.

A4. Immunization

Each child must be immunized in accordance to Ontario's Routine Immunization Schedule unless exempted by physician and parents must complete a standardized ministry approved form (this form must be notarized). It is the parent's responsibility to ensure that Two Trees has the most current, up to date immunization record on file. A record of the immunizations or objections will be kept in each child's file. Children may not attend if parents do not provide appropriate documents.

• Safety

APPROACH

A5. Staff will record all accidents and incidents' involving the children and/or staff.

A6. Any accidents or incidents that affect the health, safety or well-being of children and

staff that are of a serious matter will be dealt with in accordance to the guidelines of the serious occurrence policy.

A7. Two Trees Child Care Centre will practice Emergency Evacuation procedures once per month with the staff and children.

A8. All staff on premises who are counted for the purpose of meeting ratios will possess a valid certification in first aid including child and infant CPR.

A9. All staff, students and volunteers will possess the appropriate qualifications needed to be in compliance with the CCEYA regulations.

A10. Staff will be monitored on a regular basis by the supervisor to ensure compliance with the centres policies, procedures and program statement.

IMPLEMENTATION POLICY

A5. Accidents and Incidents

Should a child get injured while on site, staff will fill out an accident report indicating the details of the accident, circumstances of the injury and first aid administered. A copy will be given to the parent and original will be kept in child's file

Should a child be involved in an incident that was concerning and/or harmful towards themselves/others or the environment, staff will fill out an incident report outlining the details of the incident, the action taken, and the plan of action taken by the staff member. The parents will be notified of the incident through the centre app and will be asked to sign the incident report at pick up. Original will be filed in child's file.

Should a staff be involved in an accident or incident, a record will be maintained that includes a summary of the accident or incident affecting the health, safety or well-being of the staff member. The original will be filed in the staff's file and a copy will be given to staff upon request.

A6. Serious Occurrences

The Supervisor will correctly and accurately report any of the 7 serious occurrences listed below on the CCLS to the Ministry of Education. All staff will follow the appropriate steps for each occurrence as per the CCEYA (*Section 4, subsection 4.9*) and the centre's serious occurrence policy. This includes but is not limited to: documenting, reporting to supervisor, notifying the ministry of education, police or CAS if necessary.

Serious Occurrence Categories:

- i. Death of child
- ii. Allegation of abuse and/or neglect
- iii. Life-threatening injury or illness
- iv. Missing or Unsupervised Child(ren)
 - a. Child was found
 - b. Child is still missing
- v. Unplanned Disruption of Normal Operations
 - a. Fire
 - b. Flood
 - c. Gas Leak
 - d. Detection of Carbon Monoxide
 - e. Outbreak
 - f. Lockdown
 - g. Other Emergency Relocation of Temporary Closure

A7. Fire and Emergency Policy

The supervisor will conduct and document a monthly fire drill where all children and staff will safely evacuate the building by following the duties laid out in the fire evacuation procedure posted in each classroom. The same evacuation procedures apply for other emergencies such as gas leak, flood, etc.

A8. First Aid

All staff on site who are included in the number to maintain child to teacher ratios are trained and maintain current qualifications for Standard First Aid and CPR (*specializing in child and infant CPR*). Each classroom is equipped with a first aid kit and checklist that is monitored on a monthly basis to ensure all supplies are fully stocked and in good repair.

A9. Staff Qualifications

The staff will possess the following qualities when working in the child care centre:

- Nurturing
- Kind
- Professional
- Responsive
- Reflective
- Resourceful

Each staff/student/volunteer must provide the centre with the following prior to employment:

1. Resume
2. References
3. Current Membership with the College of ECE (in good standing) or approval from a director
4. Valid Criminal Reference Check with vulnerable sector screening
5. Health assessment by an Ontario physician
6. Up to date immunization record (*unless exempted based on physician or person's written objection*)
7. A2 Step TB test (as per York Region Public Health: A two-step tuberculin skin test is recommended prior to employment or placement. The TST can be done anytime within 12 months before the start of employment. If there is evidence of a documented twostep TST at any time in the past, only a single TST is needed).
8. Valid Level C First Aid & CPR Certification with specialization in child and infant CPR.
9. Record of Qualifications & Experience
10. TD1/TD1ON
11. Freedom of Information & Privacy Act Form
12. Employee Agreement
13. Direct Deposit Info
14. Food Safety Certification (*a minimum of 1 qualified food handler on premises at all times*).

All new staff, volunteers and students will be required to sign off on all our policies and procedures before beginning their employment or volunteer position.

All documents must be current and valid to meet the requirements set out in the CCEYA.

A10. Monitoring

Staff Monitoring

Supervisor will complete an annual staff review for each full-time staff member

employed at Two Trees. Staff will receive a copy of their review, the other copy will be placed in the staff's file.

Program Monitoring

Supervisor will conduct room checks to ensure all program requirements are in compliance with centres policies, procedures and program statement.

1. Health/Safety
2. Building/Accommodations
3. Program Requirements
4. Staff/Parent/Children Relationships

These observations will be shared with the director on a bi-weekly basis for monitoring purposes. Staff will be subject to our compliance and contravention policy if expectations are not met.

- **Nutrition**

APPROACH

- A11.** Minimum 1 qualified Food Handler on premises at all time
- A12.** Two Trees will offer a fresh and nutritious menu based on Canada Food Guide
- A13.** Maintain updated records of all staff and child allergies
- A14.** Create anaphylaxis emergency plans for all staff and children with life threatening allergies
- A15.** Flushing for lead in accordance with Regulation 243/07 – Safe Drinking Water Act

IMPLEMENTATION POLICY

A11. Food Handler

The staff who handles the food will possess a Food Safety Certification from an approved company. In addition, Two Trees will always have a minimum of 1 qualified Food Handler on premises at all times.

A12. Nutrition

Two Trees Child Care Inc, menu is based on Canada's Food Guide to ensure children are receiving healthy and balanced meals. All lunch meals are prepared in centre by our centre cook. Snacks are prepared on site and meet the requirements of the Health Canada and are inspected by Public Health Department.

If parents provide a food substitute for their child due to a food allergy/dietary restriction food must be stored (and approved by supervisor) in accordance with public health policies and labelled with the following:

- child's name
- contents/ingredients
- date brought in/expiry

Children will eat in small groups with other children and their teachers. Teachers will role model positive eating habits assist the children and engage in meaningful interactions with the children during meal times.

A13. Allergy

Parents will indicate in their registration packages any actions to be taken should any

allergy symptoms be present. Any children or staff with an allergy (food, animals, environmental) will be placed on a list that is posted in each classroom and every food service area. This list is reviewed and updated on a monthly basis and/or as needed (example new enrolment and/or change in allergies). In an emergency, staff will call 911 Emergency Services and then contact the parents immediately

A14 Anaphylaxis Policy

Two Trees Anaphylactic Policy meets the requirements set out in the Ontario Regulation and includes the following procedures:

- Parent and physician complete and sign an INDIVIDUAL PLAN for the child and submit the plan to the centre.
- Parent will provide training to director/supervisor on administration of Epinephrine auto-injector (*training may also be provided by a physician, local medical officer of health, certified epinephrine auto-injector instructor*).
- Supervisor will review policy and each child's individual plan with all staff/students/volunteers and sign off upon employment
- Supervisor will train staff on administration of Epinephrine auto-injector
- Staff, students and volunteers will review and sign-off on each child's individual plan annually with Supervisor or at any time changes occur.
- Two Trees will post a list of all known allergies and photo of enrolled children in food preparation, eating areas and activity rooms.
- All parents, staff, providers, students and volunteers will be advised that there are children in care who are at risk of potentially life-threatening allergies and the food/causative agents to be avoided.

A15. Flushing for Lead

The first business day of each week, the opening staff will run the water in the kitchen for 5 minutes and flush all remaining taps in the centre for five minutes. When recording all flushing activities, staff will log the following:

- Date
- Time
- Name of the person who performed the flushing
- Identify the tabs that were flushed and where (location)

Supervisor will check compliance during morning checks each first business day of each week.

- **Well-Being**

APPROACH

A16. The program establishes regular daily routines for the children that have adequate time
for eating, sleeping and physical activity.

A17. The environment is set up with intention in such a way that it promotes a sense of
well-being in all respects; physically, mentally and emotionally.

IMPLEMENTATION POLICY

A16. Daily Schedules / Routines

Staff will follow the daily routine schedule set out by Two Trees Child Care centre to ensure that the physical needs of the children are being met. Adequate time is allotted for eating, sleeping, physical play and outdoor time.

All other areas of the program will follow the lead of the children. Staff will use observation, implementation and documentation techniques set out in Section C, D, E & K of the Program Statement

Supervisor will ensure that staff are implementing the physical care routines at the designated times during routine classroom checks.

A17. Environment

Designated storage has been made for the following items:

- Washing, dressing, toileting
- Storage of toys and indoor play equipment
- Storage of cleaning materials and supplies
- Medical supplies
- Hazardous substances and Electrical equipment are inaccessible to children

Separate Spaces have also been made for:

- Storage of food
- Preparation of food
- Eating and Resting
- Storage of beds
- Staff rest area
- Storage of records
- Office Space
- Outdoor Play Area
- Storage for outdoor toys and equipment

Staff will ensure that all of the above items are in good repair and are stored accordingly. Staff will report any environmental concerns to the supervisor. The first staff from each program will complete a daily playground inspection to ensure the outdoor play space is safe and hazard-free.

Supervisor will complete a monthly and annual playground inspection to ensure that outdoor play space is safe and hazard-free. Any repairs or maintenance needed and/or completed will be logged in the playground repairs and maintenance log and/or indoor repairs and maintenance log. Supervisor will monitor all areas pertaining to environment through routine daily classroom checks, staff interactions and record them on supervisor checklists.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not met for Section A of the program statement.

GOAL: Section B – Support positive and responsive interactions among the children, parents, child care providers and staff.

APPROACH

B1. Evoke a sense of belonging with children, families and caregivers.

B2. Staff will use POSITIVE GUIDANCE strategies when working with the children

- B3.** Staff will use observation and positive communication techniques to ensure that all needs and concerns from families are addressed in a timely and appropriate fashion.
- B4.** Staff will develop positive and co-operative relationships with all employees, students and volunteers.

IMPLEMENTATION POLICY

B1. Belonging

Feeling a sense of belonging is important for every person. The focus of our program at Two Trees is to build and maintain quality relationships with both the children and their families. Through the use of different communication techniques, our staff will use a variety of methods to make children and parents feel welcome within the centre such as:

- Daily verbal interactions
- Inviting parents to be a part of the program
- Respecting the values and/or culture of every family and visitor to the centre (displaying items, celebrating holidays, sharing stories, eating different foods, etc).

B2. Acceptable Interactions with Children

We practice a positive approach when guiding children's behavior. We place the emphasis on understanding the individual child and reasons for their behavior. It is therefore, our responsibility to locate the source of the behavior, understand it, and help to change it if necessary. The most effective means of producing more appropriate behavior is through modelling, explanations, redirection, and presenting alternatives. Our focus is to bring the children to a level at which they understand their own individual needs and are able to express and regulate emotions when experiencing healthy levels of stress.

1. **Plan** – Make sure the daily program and the activities are age appropriate. Arrange the environment to meet the needs of the group and individual child. Intervene before the play starts to deteriorate, change activities. Keep line up times to a minimum. Take out the ratio of children to teacher to eliminate chaos.
2. **Limits** – Set clear and realistic limits. Ensure they are maintained consistently by all staff. Involve the children in a discussion of why the rules are important. Ensure the children know the expectations and ensure they make sense to the children.
3. **Positive Reinforcement** – Direct positive attention to children who are following the limits. Sincere compliments reinforce a child feeling of self-worth.
4. **Clear Communication** – Ensure the children understand what you mean. Keep in mind the developmental level of the child when you are speaking with them.
5. **Redirect** - Redirect behaviour that is inappropriate. Remove the child from the area and give them another activity. They have lost privileges with that activity or group of children, only.

6. **Discussion and Listen** – Tell the child how you wish his behaviour to change. Let the child talk through their problems. Show you listen and care.
7. **Planned Ignoring** – Some behaviors can be ignored while placing more focus and emphasis on positive behaviors
8. **Natural and Logical Consequences** – Provide natural and logical consequences when appropriate. This will start to develop self-discipline.
9. **Address the Child** – Address the child privately in a non-threatening manner. Explain the outcome of his/her behaviour and how it should have been dealt with.
Outcome is:
 - a. Related to the nature of the unacceptable behaviour.
 - b. Appropriate to the developmental level of the child.
 - c. Designed to assist the child to learn appropriate behaviour.
 - d. Implement as soon as possible after the unacceptable behaviour.
 - e. Difficult situations are documented on our incident reports. Discussed with the supervisor and parents. A meeting may be requested depending on the severity and frequency of the unacceptable behaviour.
10. **Awareness** – Be constantly aware of your surroundings. When you are performing a small group activity keep an eye on what is happening in all the other areas of the room or the playground.
11. **Positive Attitude** – Daily tasks are performed with a positive attitude. Be enthusiastic, have a sense of humor, be patient and kind.
12. **Stress** – Recognize your own stress levels. Ask for assistance for another staff before you lose control in front of the children and families.

PROHIBITED PRACTICES:

The following is a list of Prohibited Practices as set out in the Child Care and Early Years Act (Subsection 6.6)

Two Trees Child Care Centre does not permit the following:

1. Corporal punishment of the child.
2. 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 or someone else and is used only until the risk of injury of no longer imminent.
3. Locking the exits of the child care centre for the purpose of confining the child or confining the child in a room or area without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that will humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.

6. Inflicting any bodily harm on children including making children eat or drink against their will.

DUTY TO REPORT

According to the Child and Family Services Act, professionals that work with children have an obligation to report promptly if they suspect a child is or maybe in need of protection.

B3. Family Interactions

Staff will engage all families in verbal conversation on a daily basis. Staff will ask questions in regards to child and families well-being upon arrival. Staff will document any notable items of concern in the communication book. Any matters of concern should be reported to the supervisor and/or appropriate agencies (**see section A6 of the program statement*).

Staff will use a combination of verbal/and or written daily summaries to provide families with a summary of their child's day at the centre. Staff will approach these conversations using a positive and friendly tone. Staff should place emphasis on at least 1 key positive element about the child's day.

If a family would like to make a formal complaint or concern, staff will follow the Complaint Policy and provide the family with a Complaint Form which will be submitted to the office.

If staff experience a family or parent who becomes frustrated or upset due to a concern they are having, staff will contact the supervisor immediately. Should the supervisor be unavailable at that moment, in a calm and pleasant tone, staff will instruct the family to fill out a compliant form and inform them that the supervisor will address their concern within 24-hour period.

B4. Staff Interactions

Staff will work co-operatively with all staff, students and volunteers affiliated with Two Trees Child Care Centre. Staff will communicate in a constructive, kind and positive manner with all individuals. Staff will report any concerns related to employee relations to a supervisor immediately. Supervisor will support staff through classroom visits and staff observations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not met for section B of the program statement

GOAL: Section C – Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

“When children initiate experiences, generate ideas, plan, problem solve, make meaningful choices and act spontaneously through play, they are more like to be happy and get along well with others, to have lower levels of stress, to be attentive and motivated to learn.” - HDLH p.35.

APPROACH

- C1.** Staff will implement activities in the Program to help the children identify and process their feelings in a constructive way.
- C2.** Staff will use observation techniques to identify triggers and assist children in returning to a calm state of well-being. Through role modeling, conversation and interactive activities, children will learn to regulate their feelings when they are in a calm state, so that when they feel escalated, they will have the tools in place to help them return to a neutral state of being.
- C3.** Staff will encourage children to express themselves in a positive fashion

IMPLEMENTATION POLICY

C1. Self-Regulation

Teachers will use observation and engage children in conversation and activities that promote feelings of calm for each individual child on a daily basis. These interactions will teach the child how to return to a neutral emotion when they experience feelings of anger, anxiety, sadness, etc.

C2. Engagement and Expression

Two Trees allows large blocks of time for uninterrupted play and inquiry. Through the use of open-ended materials that spark curiosity and are responsive to each child's needs and developmental level, educators encourage children to express themselves in a positive and constructive manner. Staff will communicate with families on a daily basis to ensure that the child's experiences at the centre are relevant to them and reflect their everyday lives as a whole.

Supervisor will support staff through classroom visits. Supervisor will monitor the goal through observation books and documentations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section C of the program statement.

GOAL: Section D – Foster the children's exploration, play and inquiry.

APPROACH

- D1.** Provide a safe environment that acts as a third teacher.
- D2.** Teachers provide guidance and act as an observer of learning.
- D3.** Teachers will make the children's learning visible through pedagogical documentation and displaying children's work samples.
- D4.** Children will feel a sense of autonomy and self-esteem by offering a variety of open ended material that encourage the children to make choices. The children will be supported by qualified and responsive staff.

IMPLEMENTATION POLICY

D1. Safe Environment/Environment as the Third Teacher

Children will be presented with developmentally appropriate materials. The space will mirror the interests of the children, families and staff who occupy the space. The materials, set up of equipment and daily routines will reflect the actions taken by the children. Teachers will use daily observation to adapt the room and the program to meet the needs of the children.

D2. Teachers Role in Learning

Staff will support children's learning through meaningful discussions and interactions. Children are viewed as capable learners. Staff will present children with open ended materials so that they may explore new ideas and test theories. Staff will provoke inquiry and curiosity through open-ended questions and observation.

D3. Pedagogical Documentation

The Staff in each classroom will observe the children during play. Each classroom will record one daily observation taken from interactions with the children and their environment. These observations will be documents in the class room's documentation note book/folder. The staff are also expected to document at least three activities daily with reference to the ELECT Document and post on centre app. The staff are expected to complete a monthly documentation with references to How Does Learning Happen, ELECT and a description of a quote and actions by the children. These observations will be checked bi- weekly by the supervisor.

1. Staff will include the following in their observations:

- How are the children using the materials?
- What questions do children seem to be exploring through actions?
- How are children using the physical space?
- What does their body language tell you?
- What are children saying about what they are thinking and doing?
- Interrelationships within the group

2. Staff will include the following in their documentations:

- What am I choosing to document and why?
- What are the children's idea about the documentation?
- How does documentation influence the children's experiences?
- How can families be involved in the documentation process?
- Written observations
- Children's constructions
- Drawings
- Photos
- Attempts at writing
- Learning Stories

All documentations will include interpretations of the daily observations and will include the following four areas:

- i. **Principles:** - reference HDLH and ELECT

- ii. **Observation and Documentation** – written observations, work samples, quotes, photos, etc.
- iii. **Learning Environments** – physical environments, group size, etc.
- iv. **Continuum of Development** – How will you extend the learning or build on existing knowledge (scaffolding), etc.

At least one documentation will be made visible to every person at the child care centre. Staff/students/volunteers will post a copy of the documentation outside of the classroom for family's to view. A picture of the documentation will be posted on the centres communication app.

D4. Self Esteem / Autonomy

Staff will provide Open-ended materials to the children, allowing them to make choices and investigate different theories. Staff will support and challenge the children's ideas by asking open-ended questions and relating ideas to personal experiences so that the child can make connections to the materials the world around them.

Teachers will use observations techniques and interactions to identify children's individual strengths and build on those when working with the children to develop feelings of self-confidence and autonomy. Staff will display the children's work in view of the children to promote feelings of self-esteem and pride.

Supervisor will support staff/students/volunteers through classroom visits. Supervisor will monitor the goal through observation books and documentations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section D of the program statement.

GOAL: Section E – Provide child-initiated and adult supported experiences.

APPROACH

E1. The daily schedule has large blocks of time for the children to explore and experiment

Within the environment.

E2. The educators will “learn & do” with the children as they interact with the materials.

IMPLEMENTATION POLICY

E1. Daily Schedules & Routines

Staff/student/volunteers will follow the daily routine schedule set out by Two Trees Child Care centre to ensure that the physical needs of the children are being met. Adequate time is allotted for eating, sleeping, physical play and outdoor play. All other areas of the program will follow the lead of the children. Staff will use observation, implementation and documentation techniques set out in Section C, D, E & K of the Program Statement. Daily Schedule routines will be posted outside of each classroom on the hallway bulletin boards.

Supervisor will ensure that staff/students/volunteers are implementing the physical care routines at the designated times during routine classroom checks.

E2. Co-Learners

Teachers will role model a caring, calm and focused demeanor so that the children will understand how to approach a variety of situations. Teachers will be an active participant in children's play, creating a co-learning relationship. They are present with the children, asking them questions, guiding their ideas and allowing choice whenever possible.

Supervisor will support staff/students/volunteers through classroom visits and monitor the goal through observation books and documentations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section E of the program statement.

GOAL: Section F –Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children; including children with individualized plans,

“Optimal conditions for learning occur when we are fully engaged. For children, this happens in play that evolves from a child's natural curiosity.” HDLH p.35.

APPROACH

F1. Program is planned weekly and is based on observations and documentations from the educators.

F2. The educators will engage children by offering multiple ways for the children to express themselves.

IMPLEMENTATION POLICY

F1. Planning the Program

Staff will plan the program and the environment as a team with students and volunteers based on the observations of the children and their play and interests. Observations will be documented in accordance to Section D of the Program Statement. Staff will allow children to take the lead in their learning experiences so that the children may focus on what is interesting and relevant to them. The program is planned on a weekly basis so that program is current and relevant to the children's interests and abilities. Staff will allow for longer periods of uninterrupted play with open ended materials helping the children to explore the environment with their intellect minds, bodies, senses and feelings. There is no time limit as to how long an activity can be carried out (hours, days, weeks, etc). For any on-going projects, the materials may be left out for the children to continue their work and investigating. Staff will document the learning journey with photos, samples of work and commentary as to what the children were thinking, saying and feeling. Documentations will be completed in accordance to Section D of the Program Statement.

F2. Engagement & Expression

Staff will reciprocate and exchange ideas and feelings with each child. Staff will respond to cues and communication from the children by:

- Listening
- Asking them questions
- Showing facial expressions
- Appropriate body language
- Offering them materials/tools to help the children express themselves

Staff will plan the environment to be aesthetically pleasing for the children. Materials will be:

- Developmentally appropriate,
- Open ended
- Spark curiosity and creativity
- Provide challenges to the children.

Staff act as “co-learners” in this environment rather than *directors* and guide the children through their play. Staff will work collaboratively with students and volunteers to assist the children to generate ideas, problem solve and make meaningful choices.

Supervisor will support staff/students/volunteers through classroom visits. Supervisor will monitor the goal through daily discussion with staff/students/volunteers and through observation books and documentations.

- ❖ Staff will be subject to The Compliance and Contravention policy if expectations are not be met for section F of the program statement

GOAL: Section G – Incorporate indoor and outdoor play as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care.

APPROACH

- G1. Our program supports physical well-being by establishing regular daily routines for the children that have adequate time for eating, sleeping and physical activity.

IMPLEMENTATION POLICY

G1. Quiet Time and Rest Periods

There is a designated quiet area in each room where children can go when they need down time and rest. This area of the room is located on the opposite side of the room from the more active learning centres such as the dramatic and block areas. We have a rest period for 2 hours in the afternoon. Children are provided with a sleeping cot and bedding (*may be provided by the centre or by the parent*). Staff will establish a quiet time routine and will be in the sleep room with the children to comfort them and help them to fall asleep. Staff will conduct checks every 15 minutes in the infant and toddler program, and every 30 minutes in the preschool program. Staff will initial that these checks are being complete. Staff will follow the sleep policy. **Children are not required to sleep.** For any children who do not sleep or wake up sooner than the others, they will have the opportunity to participate in quiet table activities such as free art, playdoh, books, etc.

Outdoor Play

Children will connect with nature to feel a sense of peace and calm. Staff will extend learning opportunities into the outdoor environment. Children will be able to take reasonable risks to gain mastery in active play. Staff, students, volunteers will bring in and incorporate different elements of nature into their classrooms.

Supervisor will support staff through classroom visits. Supervisor will monitor the goal through daily interactions with staff/student/volunteers and through observation books and documentations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section G of the program statement

GOAL: Section H – Foster the engagement of and ongoing communication with parents about the program and their children.

APPROACH

- H1. Staff complete a written and/or verbal daily summary for parents
- H2. Staff will document children's learning through pedagogical documentation
- H3. Staff will document any concerns in communication book
- H4. Families may request individual meetings with staff and/or supervisors
- H5. Two Trees encourages parental involvement in all areas of the program.

IMPLEMENTATION POLICY

H1. Daily Summaries

Staff in infant and toddler 1 and 2 will complete a daily summary for children who are under 24 months. This will be done electronically through the app to the individual parent's message board. The information being shared to the parent will include details about their child's well-being and information relating to activities in which their child participated. Such information includes amount of portions eaten at AM/PM snack, and lunch. Diapering changes, and nap times,. For children in Toddler 2 and Preschool classrooms, the parents will have opportunities to message through the centre app or verbally talk to staff at end of day.

H2. Documented Learning

Staff will create and post (electronically on centre app) pedagogical documentation as outlined in Section D of the Program Statement.

H3. Communication Book

Staff will note any concerns of health, safety, attendance or daily program activity in a communication book (located in each classroom). All staff and management will read these updates regularly each day. Staff will be aware of any information for all parents upon arrival and departure.

H4. Meetings

Individual interviews or group meetings are available to all parents upon request or as per request from staff at Two Trees Child Care Centre.

H5. Parent involvement

Family members are encouraged to participate in the daily program and to visit their child in their free time. We invite any family to come and share knowledge and experience with the children, especially when it relates to the children's interests. *(ex. if the children are interested in flowers and how they grow, we invite parents to bring samples or pictures from their own gardens to discuss and share with the children).*

Supervisor will support staff through classroom visits. Supervisor will monitor the goal through observation books and documentations.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section F of the program statement.

GOAL: Section I – Involve local community partners and allow those partners to support the children their families and staff

APPROACH

- I1. Two Trees will create a network of community partners
- I2. Two Trees will collaborate with 3rd Party Services to support individual needs of children and families

IMPLEMENTATION POLICY

I1. Community Partners

Supervisor will schedule time/dates for community partners to attend our centre. Two Trees will invite special guests from our community partners that include but are not limited to:

- a. Fire Department and Emergency Services Crews
- b. Dentist and medical professionals
- c. Members of the Arts Community
- d. Librarians
- e. Resource Workers
- f. Family Members
- g. Friends

I2.Third Party Agencies -

Staff will record any concerns regarding a child in the classroom communication book and the teachers will fill out an incident/accident report. A copy of the accident report will be provided to parents and original will be kept in the child's file. A copy of an incident report will be provided to parents.

The supervisor will set up a meeting with the parent, staff and supervisor to discuss any concerns the educators may have and will request for consent to complete an ERIK assessment to potentially support the need of the child (Speech therapy, Early Intervention). All meetings, conversations and any other communications will be documented by the supervisor or designate in the daily communication log. The ERIK will be kept in the child's file and once signed, the ERIK will be sent to York Region.

If parents or guardians do not sign the ERIK and the child's behaviour continues the

Director will have a conversation with the parent/guardian to discuss other options which may include suspension and/or dismissal.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section I of the program statement.

GOAL: Section J – Support Staff/students/volunteers in relation to continuous professional learning.

APPROACH

J1. Two Trees Child Care Centre will provide multiple lines of communication to ensure that every staff feels that their voice is valued.

J2. Staff will adhere to the Staff Training and Development Policy.

IMPLEMENTATION POLICY

J1. Communication Methods

Two Trees has an open-door policy that allows staff to come to management and voice any concerns, success and/or ideas that they may have in regards to the program and their employment. Management will provide the following methods of communication for staff:

- a. Verbal/face-to-face
- b. Email
- c. Telephone and Telegram App.
- d. Written Correspondence (ex. letters, notes)
- e. Staff may approach the director and supervisor to set up a meeting to discuss any questions or concerns that they have.

J2. Staff Training and Development

Staff will participate in at least 1 professional development opportunity per calendar year. Supervisors will support staff by providing information on the following:

- Articles of relevance (ex. Ministry of Ed. Updates, CECE Updates, program ideas, etc.)
- Incentives for assistants to complete their ECE
- Access to publically funded workshops
- Access to online workshops and webinars
- Third Party workshops welcome to the centre for staff participation

Supervisor will provide dates of workshops happening via Telegram.

- ❖ Staff & Supervisor will be subject to The Compliance and Contravention policy if expectations are not be met for section J of the program statement.

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

APPROACH

K1. Supervisor will meet with the Director on a weekly basis to discuss and review

Findings from daily observations.

K2. Supervisor will hold staff meetings on an as needed basis and may be individual meetings, classroom meetings, program meeting or centre-wide meetings and provide each classroom with a quarterly program review. Staff will document any successes and challenges pertaining to the program statement sections (a)-(j).

IMPLEMENTATION POLICY

K1. Weekly Meeting

Supervisor will meet with the director on a weekly basis to discuss the successes and challenges observed throughout the week. Supervisor will contact the director immediately if the following is observed:

- a. Any serious occurrence as outlined in Section A of the program statement
- b. If any 3rd party agencies or inspectors are onsite or have been contacted
- c. Any items that would disrupt daily operations.
- d. Any other concerns the supervisors deem to be of a serious nature

Supervisor and Director will work collaboratively to ensure that all concerns have been addressed in accordance with the CCEYA, the centres policies and producers and the Program Statement. Any of the above concerns will be documented in the office communication book.

K2. Monthly Staff Meetings and Reviews

Supervisor and Director will conduct staff meetings on an as needed basis to offer training and discuss any changes to the centres as well as address any successes and challenges the staff are having pertaining to the Program Statement. A staff will write minutes for the meeting to keep tabs on what is discussed during our meetings. Every quarterly meeting the Supervisor will provide staff an opportunity to discuss experiences, successes and challenges with all aspects of program statements (ie should there be any changes to daily routines? what are other ways we can encourage families and guardians to come volunteer time within their child's classroom etc..)