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# Parent Handbook

## Tree of Life Childcare Centre

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## **Welcome to Tree of Life Childcare Centre!**

Cassy Adams is the Owner/Operator of Tree of Life Childcare Centre. She is a Registered Early Childhood Educator who has worked exclusively in the childcare field for the past 11 years. Through her education and employment experience, she has gained a comprehensive understanding of and appreciation for the extensive requirements involved in providing enriching, educational and overall effective childcare. As a mother of three, she has a genuine passion and love for working with children and their families and looks forward to partnering with parents/guardians to enhance their child's education.

This parent handbook is designed to outline the details of Tree of Life Childcare Centre including: vision statement, overview of policies and procedures, programming and curriculum, as well as pertinent information for parents interested in enrolling their child in Tree of Life.

## **Philosophy and Vision**

*Our vision is to create a childcare centre that will provide high-quality childcare and education that enhances and encourages growth in all developmental domains: physical, social, emotional, cognitive, and spiritual. Through modelling positive behaviours rooted in strong values, children are taught the importance of loving relationships, mutual respect, care for the environment, and a passion for creatively exploring and understanding the world around them.*

## **Tree of Life Childcare Centre Program Statement**

Tree of Life recognizes children as being competent, capable, curious and rich in potential. We are committed to providing high-quality childcare and education that provides child-initiated and adult-supported experiences. We strive to enhance and encourage growth in all developmental domains: physical, social, emotional, cognitive, and spiritual. Through modelling positive behaviours rooted in strong values and developing strong and positive connections, we demonstrate the importance of loving relationships, mutual respect, care for the environment, and a passion for creatively exploring and understanding the world around them.

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

- We provide environments with open-ended and meaningful experiences that give children the opportunity to explore and express themselves.
- Positive self-esteem, self regulation and decision making skills are encouraged as children take an active role in their learning experiences.

- Positive relationships are developed and strengthened between children and childcare providers that encourage and promote the view of each child as competent, capable, curious, and rich in potential. This is further illustrated through continuous communication with families and documentation (completed and displayed by each program and regularly shared with families).

### **Promote the health, safety, nutrition and well being of the children**

- Daily environmental checks - each environment is checked daily to ensure that it is ready for children to begin exploring and engaging in play. Toys, equipment, and supplies are checked both inside and outside prior to the children entering the environment. This is monitored through our playground checklists and our indoor environment to double checked regularly by the supervisor.
- Daily health checks are done upon the arrival of each children. This includes a short conversation with parents about the children's previous night, their morning thus far and how they are feeling. Staff also take time to evaluate how the child seems and note any concerns to the child's health. All symptoms of ill health are recorded for each child in their personal record.
- Nutritious snacks and lunches are provided daily and adhere to the Canada Food Guide. Menus are always posted and rotate through four weeks, any changes or deviations to the menus are posted for parents. Menus are updated regularly to provide optimal opportunity for our students to try new foods and develop a well rounded experience with their meals.
- Classroom discussions and exploration opportunities are given regularly to children allowing them to discover more about health, nutrition, safety, personal well-being and the well-being of others. These experiences are documented by staff so that we can further our reflection in the future as well as share our activities with others.

### **Support positive and responsive interactions among the children, parents, childcare providers and other staff**

- Childcare providers, support staff, children and families all function as a team at Tree of Life. We focus on building strong and positive

relationships between all members of our team and provide regular opportunities for communication and calibration.

- Parents are supported as active participants in their child's learning experiences. Daily communication between childcare providers and families is of the utmost importance.
- Social skills, self-understanding and self-control is modelled by childcare providers and educators and helps our children to learn to express and understand their emotions and the feelings and behaviours of others.
- Educators and childcare providers take time daily to interact with each child on a personal level taking into consideration the interests, likes and dislikes of each child. These interactions are documented at least biweekly in each child's personal portfolio as well as in the classroom setting. The format for a personal portfolio varies between programs but always includes; documentation on child's learning experiences, examples of activities done in the classroom including but not limited to art activities, photographs of the child individually and with peers and staff, and expression of the ongoing progress and development in a variety of areas.

### **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

- Childcare providers and other adults interacting with children in the centre will model positive, polite and respectful communication. Mutual trust and respect will be demonstrated at all times when interacting with or around children. This will take place when communicating with children, families, or other employee, volunteers or students and will be monitored by the director or supervisor. Any observation of inappropriate communication will be documented and addressed with the director. Furthermore observations will be done and documented for each staff on a minimum of once each quarter.
- Children are always encouraged and given opportunity to; express their thoughts and ideas, ask question, explore and co-learn with their teachers.
- All staff, students, or volunteers will approach and interact with children using compassion and will nurture and comfort as often as children require. Childcare providers and educators will have a thorough

understanding of each child and their personality through building a positive relationship with them. This will aid staff in meeting the emotional needs of each child and support them in expanding their ability to self-regulate.

### **Foster the children's exploration, play and inquiry**

- Every environment at Tree of Life is structured and set up to encourage children to explore, question, and learn as they play. Children are provided with a wide range of materials and supplies which assist in giving them the best opportunity to be curious and construct their own ideas as they explore and experiment within their learning environment.
- Childcare providers organize each classroom to allow visibility and easy access to a wide variety of materials that allow children to make choices and invite them to investigate and learn while playing. \

### **Provide child-initiated and adult-supported experiences**

- We believe that as educators we are co-learners with our students. Therefore we provide opportunities for our children to engage with our staff as co-planners and co-learners when developing our curriculum and play-based activities.
- We recognize the great importance on building positive relationships between our staff and students. During the planning and implementation of activities and experiences that are presented we focus on positive child - adult interactions and social emotional learning.
- Exploration and discovery are very important in our learning environments, therefore, a wide variety of materials and resourced are available to children that allow them to create, experiment and explore the world around them.
- Activities and experiences are shaped by the interests of children in the class. All planning can be modified and can grow, change, and expand according to the individual interests in the classroom. Educators plan ahead of time for their students based on the interested the class has expressed, however, these activities and experiences are always open to be changed or modified based on the interested and engagement of the children.

- Children are encouraged to share their ideas, thoughts and hypothesis at any point during an activity. Likewise, the children are welcome and encouraged to plan their own activities and are prompted to look for the thoughts and ideas of others. Our childcare providers and educators recognize children as being competent and capable and therefore welcome their leadership as interests arises.

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

- Through understanding and building relationships with our students, educators and childcare providers at Tree of Life will tailor programming and experiences to meet the individual needs, abilities and interests of the classroom. Doing this they will focus on giving each child an opportunity to excel in areas of strength promoting positive self- esteem as well as giving opportunities for growth.
- Each person in the learning environment, weather child or adult, is viewed as both student and teacher. As a result of our view of children as being capable, competent and rich in potential we believe that everyone has something to learn and everyone can be a valued part of helping others learn. Through this view we express inclusion and celebrating each child's abilities.
- We provide flexible programming that allows children to play and learn at their own pace. This greatly assists us in creating a stress free environment which we view as extremely important to providing high quality care and education.
- Childcare providers and educators take time daily to observe the children at play and document their learning experiences through pictures, videos, and written notes. This documentation is compiled into each child's individual portfolio which provides families with ongoing examples of how the program is tailored to meet the needs of their child. Documentation is also expressed in the classroom through pictures and is communicated regularly to families through each programs documentation binder as well as in other well though out and planned locations in the classroom.

**Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into each day, and give consideration to the individual needs of the children receiving child care**

- Children are provided with rest times and quiet times during the day that meet the individual needs of each child. This is provided for all of our age groups.
- Both indoor and outdoor environments are designed to promote learning through play, positive relationships, and collaboration between childcare providers and children.
- Staff will encourage a wide range of active play experiences both indoor and outdoor and will take into consideration the needs and abilities of each child. Children are given the opportunity to make decisions regarding how and when they engage in active play.

### **Foster the engagement of and ongoing communication with parents about the program and their children**

- Daily communication and conversation will take place between staff and families giving time for feedback, questions and feelings to be expressed and heard.
- Educators and childcare providers will take time to share with families daily observations and examples of learning experiences being explored by their child.
- Documentation binders will be readily available for families to see and be a part of the learning experiences taking place during the program. There will be one binder available for each program (age group or classroom) and will be updated regularly by staff.
- We understand the diversity of families and recognize that each child will have their own unique needs and family dynamics. Our staff will encourage and respect the individual needs of each family and provide support by building positive relationships and by having open lines of communication.
- Tree of Life has an open-door policy for all our families. Parents and families are welcomed and encouraged to take an active role in each program, recognizing them as fundamental and integral components to providing the best in care and early education for our children. Furthermore, opportunities are given for educators and childcare providers

to invite family interaction and partnership in the classroom learning experiences.

### **Involve local community partners and allow those partners to support the children, their families, and childcare staff**

- Support will be provided by educators and childcare providers to help families build networks to support their individual needs. This will include formal community agencies as well as building relationships and connections with other families.
- Educators and childcare providers will partner with agencies to support children that have special needs. This partnership will be provided with collaboration from families, community support agencies and Tree of Life staff.
- Community partners are welcomed into our programs and positive relationships are developed for the benefit of children and families.

### **Support staff and others who interact with the children in relation to continuous professional development and learning**

- Tree of Life is committed to continuous professional learning and take every opportunity to engage in and further our knowledge and expertise.
- Through monthly staff meetings and participation in community events staff are given opportunities to share experiences and collaborate with other educators and childcare providers.
- All staff function as a members of our Tree of Life Team regardless of position or title. Through this we give opportunity to openly share ideas, concerns, and suggestions as we grow and learn together.

### **Hours of Operation**

Tree of Life Childcare Centre's full day program for infants, toddlers, and preschoolers will operate 12 months a year with the exception of days outlined in the section entitled Holidays and Vacation Days on page 3.

Tree of Life Childcare Centre will be open Monday to Friday from 7:00 am to 6:00 pm.

Tree of Life Nursery School program will operate 10 months of the year with the exception of days outlined in the section entitled Holidays and Vacation Days.

Tree of Life Nursery School will operate the Toddler Program Tuesday and Thursday from 8:00 am to 12:00 pm and the Preschool Program Monday, Wednesday, and Friday from 8:00 am to 12:00 pm.

Our before and after school program will operate from 7:00 am to bus pick up and again from bus drop off to 6:00 pm. On days where children do not attend school (PA days, march break and summer break) we will operate a full day program for school age children from 8:00 am - 5:00 pm.

In the event that a child is picked up after closing time which is 6:00 pm, a late fee of \$25 will be added to the cost of the day. This fee will be due within one week of the late pick up. Failure to pay a late fee on time could result in dismissal from the program.

### **Holidays and Vacation Days**

Tree of Life Childcare Centre and Nursery School will be closed on all statutory holidays:

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

A regular enrolment fee will be charged to all children enrolled at Tree of Life for all of the above statutory holidays, however, there will be no fee applied to additional days when the centre is closed (Christmas break).

Tree of Life will be closed December 24th to January 2nd. If January 2nd falls on a weekend, the centre will re-open the first Monday of the New Year.

Each child enrolled full-time at Tree of Life will be given 5 sick days per year as well as one week (5 days) vacation with no fee applied. Children who are enrolled part-time will receive vacation and sick days that equal one week of their regular enrolment. Vacation days can not be used after notice of withdrawal from the program has been given. Additionally vacation and sick days for school age children can not be applied for full days and must be used for regular before and after school fees.

## **Admission and Discharge from the Program**

Children will be enrolled into Tree of Life's programs as space allows and according to their position on the centre's waiting list as outlined in our Wait List Policy. An admission consultation will be arranged upon request which will provide parents/guardians the opportunity to familiarize themselves with the layout and structure of the facility as well as become familiar with employees.

Parents/guardians will be provided with an application package which must be completed in full prior to a childcare space being held. This package includes an application form and signed compliance to Tree of Life's policies and procedures outlined in the parent handbook. Additionally, up-to-date immunization records must be provided prior to the enrolment of a child into the program.

One months written notice is required should parents/guardians choose to withdraw a child from the program. If there is insufficient notice, parents/guardians will be required to pay an amount equal to one months tuition.

Tree of Life Childcare Centre has grounds to terminate services if policies are not followed, enrolment fees are not paid on time, or if the program is unable to meet the needs of the child and family. It is our policy to arrange a meeting between parents/guardians and the Owner/Operator to discuss the childcare needs of the family as well as provide one written warning to parents/guardians prior to the decision to terminate childcare services.

## **Arrival and Departure**

Children strongly benefit from consistency and a predictable routine. As such, Tree of Life recommends that families establish fixed times for arrival to the centre and departure at the end of the day.

Additionally, dependable arrival and departure times are required to ensure that the centre is always appropriately staffed for the number of children present at any given time. Furthermore, children must always arrive before 10:30 in order to take part in the full day morning program. This does not apply to occasional appointments or situations where families have made arrangements with the staff ahead of time.

All children must enter the classroom with a legal adult (18 years or older) who is to report the child's arrival to the appropriate teacher. During the arrival routine, we ask that parents/guardians allow ample time to engage in a brief discussion with teachers about providing information regarding the previous night and morning. This assists the teacher in thoroughly meeting the needs of each child and will also help facilitate adjustment to the day.

During daily departure, children will only be released to parents/guardians or to designated individuals outlined on the child's application form. Any person unfamiliar to the teachers on staff will be asked for photo identification before the child will be released from the program. Any changes to the pick-up list must be done in writing and kept on file with the child's application form.

### Enrolment Fees and Payment Policy

The following is a chart outlining the enrolment fees for each age group and program represented at Tree of Life Childcare Centre. The ages of each group reflects the Ministry of Educations definition and does not necessarily reflect when your child will progress into an older program. This is determined by Tree of Life staff in close consultation with families on an individual basis.

Age Group	Daily Fee
Infant (6 months - younger than 18 months)	\$60
Toddler (18 months - younger than 30 months)	\$53
Preschool (30 months - younger than 6 years)	\$47
Before and After School - School Age (44 months - and older)	\$9 Before \$11 After \$40 Full-Day
Summer Camp (School Age)	\$42
Nursery School - Toddler (Two days/week)	\$200
Nursery School - Preschool (Three days/week)	\$260

All fees are due at the beginning of every month. Payment that is later than one week passed the first of the month will result in a late penalty of and additional \$5 for every day that payment is late. Failure to pay late fees can result in withdrawal from the program.

\*Please note that it is the policy of Tree of Life not to enrol children eligible to attend school in our preschool program.

### Clothing and Personal Possessions

Children should arrive at Tree of Life in casual and comfortable clothing that provides them the flexibility to play freely without concern of becoming dirty. Seasonal and weather appropriate clothing should be available at the centre at all times (e.g. mittens, hats and snow-pants during the winter, sun hat during the summer).

The following is a list which outlines items that each child will need to have at the centre:

- Indoor shoes
- A full change of clothes
- Diapers/pull-ups and wipes (if applicable)
- Tooth brush
- Sunscreen labeled with your child's name (during appropriate months)

### **Field Trips and Special Activities**

Special Activities will be planned each week and will be outlined on the posted program plans for each group. When field trips are planned, a written notice will be given to parents providing information about the destination, time of the field trip, and the date it will take place. Also provided will be a Permission to Participate form that will have to be signed and returned to the child's teacher prior to the date of the trip.

Parents/guardians are welcome to attend any special event or field trip that is organized through Tree of Life.

### **Inclusion of Children with Special Needs**

Tree of Life Childcare Centre is committed to providing exceptional childcare and early learning to all children through an inclusive approach. Tree of Life focuses on developing children's strengths and abilities while working with local community agencies to create and implement individual program plans (IPP's) for children with special needs.

### **Absence and Illness**

In the event of illness that requires a child to be absent from childcare, Tree of Life must be notified as early in the morning as possible in order to continue with scheduled activities. We endeavour to provide uninterrupted play and learning experiences, therefore, the schedule and routine of the day is crucial.

Illnesses that require a child to remain at home include, but are not limited to, fever, vomiting, diarrhea, and any illness that prevents a child from participating in programmed activities (including outdoor play).

If a child becomes ill while at the centre and is unable to participate in programmed activities, parents/guardians will be contacted immediately and arrangements made for the child to go home. If staff are unsuccessful in reaching parents/guardians, the child's emergency contacts will be called.

Our policy stipulates that children with a fever above 38 degrees celsius (100.4 Fahrenheit) are to be sent home and continue to recover at home until they are symptom-free for a minimum of 24 hours (without the need of medication).

Children who are sick with vomiting or diarrhea (or a combination) are to remain at home until they have been symptom-free for a minimum of 24 hours. These guidelines are stipulated by the Kingston, Frontenac and Lennox & Addington Public Health Unit policies, which Tree of Life employees will use to assist in determining when a child should be excused from the program.

A maximum of 5 sick days per year is allotted for each child enrolled in full-time care without penalty. For children who are enrolled part-time the equivalent of one week will be given for sick days. If absence exceeds 5 days or proper notification is not provided, the regular fee will be required for the missed day(s). Sick days cannot be carried forward if unused during the calendar year.

### **Accident Reports and Serious Occurrences**

Tree of Life is committed to providing a safe and dependable environment for all children and staff. We recognize, however, that a guarantee cannot be made and occasionally accidents may occur. Due to this reality, Tree of Life has put into practice steps to avoid accidents and prevent them to the best of our ability. In the event that an accident does occur, an Accident Report Form will be completed which will provide detailed description to the parent/guardian about what occurred and what treatment or care was used for their child. Parents/guardians and the staff member that was present at the time of the accident will sign and date the report and information will be kept on file at the centre. Additionally, a copy of the accident report will be given to the family to keep record of.

All accidents, including serious occurrences, are documented and appropriate notification given to parents/guardians and the Ministry of Education. A Serious Occurrence Notification will be posted on the communication board for 10 days if a serious incident occurs at the centre.

### **Immunization Records**

Every child enrolled in Tree of Life Childcare Centre is required to have up-to-date immunization records on file, as required by the Child Care and Early Years Act. Any exemptions to this will require a written explanation from the child's parent/guardian as well as written approval by a medical professional. All records are securely locked in the child's individual file to ensure safety of information and confidentiality.

## Administration of Medications

Staff of Tree of Life are permitted to administer only prescription medication unless written approval and explanation from a medical professional is provided, which stipulates the frequency and dosage of non-prescription medication.

All medication must be given directly to the child's teacher and stored in a locked space, accessible only by employees. Medications are never to be left in the child's bag or in the locker area.

Prior to administering medication, parents must provide written authorization and complete a Medication Consent Form. The Medication Consent Form will include the name of the medication, dosage of medication, times the medication is to be given and any possible side effects. In addition, all medication must be in the original container and be clearly labeled with the child's name, name of medication, the date of purchase and instructions on administering to the child.

Any new medication or change in prescription must be updated by the parent/guardian on the Medication Consent Form.

The employee assigned to administer medication will ensure that the medication meets the following criteria prior to administering to the child (The Five Rights):

- the right child
- the right medication
- the right dosage
- the right time
- the right administration instructions (for example by mouth or ear)

All medications administered at Tree of Life will be recorded on the Medication Record Log to ensure the procedural accuracy and provide documentation for all medical information.

## Menus and Nutrition

Tree of Life adheres to Canada's Food Guide when planning weekly menus which include a morning snack, lunch, and afternoon snack each day (morning snack only for the nursery school program). All snacks served will consist of at least two different food groups and all lunches will include foods from all four food groups and one additional fruit or vegetable.

Menus for the current week and the following week will be clearly posted on the communication board outside of each classroom. Any changes or substitutions to the menu will be indicated directly on the menu the day the change occurred.

Manners and meal time behaviours will be modelled by all employees, volunteers, and students, and will be taught to children according to their age and stage of development.

Parents/guardians are to notify the centre if a child has any allergies or dietary preferences with written description of the child's needs. Tree of Life strives to accommodate your child's individual dietary requirements when possible.

We ask that parents/ guardians who have children that can not eat the meals provided by the daycare to bring in an alternative that still meets requirements under Canada's food guide. For example if your child does not drink regular milk we ask that you bring in milk that they can drink. Additionally, infants who are not able to eat our snacks or lunches should be provided with baby food or formula as per parents eating preference.

For our School age programs we ask that families bring a bagged lunch and snacks that meet the requirements outlined in our bagged lunch policy (see appendix A)

### **Fire Safety Procedure**

Each room used by Tree of Life Childcare Centre will have a Fire Safety Procedure Plan posted in a visible place on the wall which states the parsonage (the old church located across the parking lot from the daycare) as the established evacuation location. All employees, volunteers and students working in the centre will review the Fire Safety Procedure Plan and sign off on it annually.

Additionally, staff and children will take part in monthly fire alarm testing as well as monthly fire drills. During this time, employees will ensure that children understand the procedures involved in the event of a fire and provide opportunity to answers questions or engage in teaching opportunities.

### **Anaphylaxis Policy**

Tree of Life Childcare Centre is 100% nut free. We recognize that there are many anaphylactic allergies, therefore, steps need to be taken to ensure that children with life-threatening allergies are properly protected in a childcare environment. Special care will be taken within the centre to avoid exposure to allergy-causing substances.

**The following parent/guardian co-operation is requested:**

Food products or drinks are not permitted to be brought into the centre by parents or children. This includes items that are in backpacks and left on the

child's hook. Any food for special events must be pre-approved by the Owner/Operator.

It is recommended that parents/guardians avoid giving products containing peanut butter or nuts to children at home before coming to the centre. If this occurs parents/guardians must wash their child's hands and faces with soap and water as well as brush their teeth before entering the building. For children with anaphylactic allergies even the scent of the allergen can trigger a life-threatening reaction.

Parents/guardians who have children with known anaphylactic allergies are required to complete an Anaphylactic Individual Emergency Plan for their child prior to enrolment in the program which must be signed by the parent/guardian as well as the child's doctor. Parents/guardians will be required to review this document with the Owner/Operator as well as the teachers directly working with the child. All employees, volunteers, and students will also review the information outlined in the Individual Emergency Plan and any necessary training or education regarding the specific needs of the child will be provided.

All children with anaphylactic allergies must have a prescription Epinephrine Auto-injector (Epipen) that remains at the centre at all times. By designating one Epipen for childcare use only, the risk of forgetting to bring it to the centre is eliminated and attendance is not interrupted. If a child arrives without their prescribed Epipen the child will not be permitted to stay.

All medications, including Epipen's, are to be handed directly to the teacher on duty when the child arrives. Medications are not to be in the care of volunteers or students working within the program.

Tree of Life Childcare Centre recommends that all children with an anaphylactic allergy wear a Medic Alert bracelet at all times identifying their condition.

## **Emergency Procedures**

Tree of Life has a detailed policy surrounding what each staff member, student, or volunteer will do in the event of an emergency. This includes, but is not limited to; a fire, an environmental emergency or threat requiring evacuation for the building or lockdown inside the building. In this policy it clearly states exactly what steps will be taken in a large variety of emergency situations. This will ensure that in the event of an emergency staff, students and volunteers are fully prepared and aware of what their role and responsibility is.

Tree of Life's emergency evacuation location is the parsonage; the old church located across the parking lot from the daycare. This location is available to us should we ever have to relocate the children in the event of an emergency and is

where our students would remain until families are contacted or we are given the ok to resume regular childcare functions.

Should an emergency ever take place each family would be notified by the owners or supervising teacher providing families with a detailed description of the emergency as well as the steps taken by staff to ensure the safety and well being of each child. Any questions or concerns would be addressed and answered by the owners or supervising teacher and opportunity for ongoing support and communication would be provided in the weeks and months thereafter.

### **Supervision of Students and Volunteers**

Children enrolled in Tree of Life will not be left alone with volunteers or students at any time during the day. Employed staff of Tree of Life will be the only acceptable adults used to meet child-staff ratios.

### **Parent/Guardian Participation and Communication**

Tree of Life provides ample opportunity for open communication between parents/guardians and teachers. We believe that partnering and working together is the most effective way to provide the very best start in a child's life.

Avenues of communication include, but are not limited to, weekly documentation done in each classroom giving examples and details of the activities and learning opportunities taking place in the program as well as daily interactions between employees and parents/guardians during arrival and departure from the centre.

### **Curriculum and Programming**

Curriculum planning and program development are key components to the day-to-day operations of Tree of Life. Tree of Life uses emergent curriculum that connects all planned activities to interests of our students. Our teachers plan activities which are based on the current interest of the children, however, these activities are flexible and can be modified as the interests of the classroom change.

### **Parent Issue and Concern Policy**

Tree of Life Childcare Centre puts great importance on the communication between staff and families including times of concern or issues. Therefore, we have developed our Parent Issue and Concern Policy to assist in facilitating communication and followthrough during these times. The following steps are how a parent should voice any concerns or issue.

1. Phone or write a letter/e-mail to the Owner which details any issues or concerns the parent/ guardian would like to address.
2. Set up a meeting with the Owner to further address the issues or concerns.
3. Have the concern or complaint documented on the Parent / Guardian Complaint Form which will be kept on file in the office.

The Supervisor will follow the steps below in resolving the issue or concern.

1. An initial resource to an issue or complaint will be provided to parents / guardians within three business days, or in writing upon request.
2. Document the issue or concern and place it in:
  - staff file if concerning a staff n
  - Child's file if concerning a child
  - Program complaint file if concerning the program itself.
2. Talk with staff or other families regarding the complaint or concern to determine the best course of action to solve to problem.
3. Meet again with the parent if the issue or concern has not been resolved in a timely manner.

The Issue or concern will be addressed immediately by the Owner and the steps of action will continue until we come to a resolution to the problem.

The owner will ensure all courses of action necessary are taken to ensure that the concern or issue is resolved quickly. If no resolution has been met after following the above steps a letter will be written to the parent/guardian stating why this issue or concern is not able to be changed.

### **Prohibited Practices**

Tree of Life is committed to providing a safe and secure environment for all children and staff. The following is a list of prohibited practices.

No licensee will permit the bellow prohibited practices:

- (a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

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

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

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

(f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16, s. 34.

## **BAGGED LUNCH / SNACK POLICY**

### **REVISED: JUNE 2016**

Tree of Life Childcare Centre is committed to providing the best for all of our students including the nutrition of our school aged children who bring their lunch and snacks from home.

This policy will be provided to all families when their child is enrolled in one of our school age programs, it will be included as an addition to our parent handbook. All staff, students and volunteers will review this policy prior to beginning work. This policy will be reviewed annually thereafter or any time the policy is revised.

Provided in the policy is the guidelines and sample menus for parents regarding preparing bagged lunches and snacks for their children. All bagged lunches and snacks must meet the recommendations from Canada Foods Guide (included in this package). Lunches must include all four food groups and snacks must have at least two food groups and both snacks must be nutritious.

Tree of Life is a nut free environment and therefore there can not be foods containing nuts of any kind included in the bagged lunches/ snacks from home. Tree of Life is also committed to creating an allergy aware environment. In addition to being a nut free environment we also prohibit any foods in which a child enrolled in our program has a severe allergy. Any time a child enrolls in any program within the centre a written notice will be sent home to all families indicating the allergy and severity of the allergy and any foods that will then be prohibited from the centre. This written notice will also be added to the parent information board for each program. Allergy lists will be posted in every classroom and on the parent information board.

Every morning the staff in the school age program will check lunches to ensure that there are no prohibited foods and that everything included is according to the Canada Food Guide. There must be at least one food from each food group for lunch and at least two nutritious food group items for both snacks.

All containers, water bottles and foods from home must be labeled with the child's name on it, this will be checked every morning by staff in the program. Staff will have tape prepared in case anything isn't labeled and needs to have the child's name put on it.

All bagged lunches must have an icepack included, if this is ever forgotten the bagged lunch will be placed in the refrigerator in the kitchen. A check will be done for icepacks at the beginning of every day by the program staff as well.

If a bagged lunch/ snack is forgotten or does not meet the nutrition requirements a replacement lunch/ snack will be provided by the daycare with a fee of \$10 to the family.

## Sample Lunches/ Snack

### Lunch

Egg salad sandwich

Veggie sticks

cheese and rice crackers

banana

### Snacks

humus and pitta bread

yogurt and mixed berries

### Lunch

Pizza with cheese and ham

carrots and dip

pineapple

### Snack

rice cakes and cheese

apple slices and non slated crackers