Irwin Park

Tree House

Irwin Park Treehouse Childcare Services

Parent Information Handbook

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Welcome to the Irwin Park Treehouse!

About Us

We are a Not-For-Profit, charitable organization, that was originally formed by a group of parents. November 1989 saw us become a registered incorporated BC society originally called the Three Acrewood Daycare Society. In early 2000, we formally changed our name to what we are known as today, Irwin Park Treehouse Childcare Services (Treehouse). We are proud of the support we have provided to our community since we were formed all those years ago.

Our unique facility is a 2100 square foot structure located on the Irwin Park Elementary school ground. We are pleased to have a fenced off outdoor playground dedicated to Treehouse.

We are proud to offer licensed programming for Early Years and Before/After school Care for elementary school aged children. All our programs are designed to promote socialization in a safe and welcoming environment. Laugh – Play – Learn is fundamental to the program's development and delivery at Treehouse.

Open communication between families and Treehouse Management and Staff is very important to the overall success for each child's experience and we value creating these strong connections. Thus, we welcome you to schedule a visit to get to know our teachers and Treehouse.

This Parent Information Handbook has been developed to provide you with overall and important information in one easy to access reference document.

Development Philosophy

Respect is fundamental and we understand each child is unique with differences in their rate of physical, social, emotional, and cognitive development. We encourage independence while respecting others and work to promote each child's positive self-image through successful experiences. Our programs include facilitated and un-structured (child-directed) active play opportunities.

A child learns best through direct, concrete experiences presented in a play atmosphere. Our staff work to create an environment where children are encouraged to grow socially, emotionally, physically, and intellectually. Our role is to fosters these at Treehouse and we do that by:

- Intellectual: reading, science, math, cooking, and problem solving are some examples of the intellectual stimulation provided.
- Emotional: provide a nurturing, loving and secure environment in which your child can feel safe, relax, enjoy, and learn.
- Social: regular daily interactions amongst the children and teacher support this and each is encouraged to develop a cooperative approach to their learning.

Physical Active Play – Standard of Practice

Indoor and outdoor play are essential parts of our programs. Children need to develop fine muscle and large muscle control, movement, coordination, and dexterity. Music, climbing, balancing, yoga, and dance are some of the activities offered. Physical activity includes moderate to vigorous bursts of high energy, raises children's heart rate, and may make them 'huff and puff' such as running or jumping. As per the Director of Licensing's Standards of Practice, our Early Years and afterschool programs offer a minimum of 60 minutes of active play daily.

Active Play helps to:

- promote healthy growth and development
- build strong bones and muscles
- build fundamental movement skills, balance and physical literacy
- develop gross motor and fine motor skills
- promote children's confidence
- improve children's concentration, thinking and learning skills
- provide opportunities to develop social skills and make friends

Hours of Operation

Treehouse is open September to June, Monday through Friday from 7:30 a.m. until 6:00 p.m. School aged programs are available during school Professional Development days, and Spring Break, there are NO Early Years classes during these times. Treehouse is closed for all Statutory Holidays.

Programs

<u>Early Years Program (30 months – 5 years of age)</u>

- Monday, Tuesday, Wednesday, Thursday, & Friday mornings - 8:50 am to 11:50am
- Monday, Tuesday, Wednesday, Thursday, & Friday mornings <u>with lunch</u> - 8:50 am to 12:50pm
- Monday, Tuesday, Wednesday, Thursday, & Friday full day – 8:50am to 2:50pm

<u>Before/After School Program (Kindergarten – Grade 6)</u>

- Monday, Tuesday, Wednesday, Thursday, & Friday – 7:30am to 8:50am
- Monday, Tuesday, Wednesday, Thursday, & Friday – 2:50pm to 6:00pm

Spring Break, Professional Days, and extended early dismissal day are run at an additional cost.

<u>Clothing</u>

Treehouse provides for indoor and outdoor activity, therefore please ensure they are dressed accordingly for the weather in comfortable, easy to launder clothing so that the child can be relaxed and creative. Please note that some activities such as art tends to be messy.

All Early Years families are required to provide a extra change of clothing on hand for emergencies which will be left in their individual cubby.

Please mark all your child's clothing with their name. This is the only way we can keep clothing from getting mixed up.

Registration

All families are required to register for the specific program within the required timelines by submitting all completed forms and required fees.

In addition to regular programming, if you wish for your child to participate in any Professional Development and/or Spring Break Programming days, you must register and pay separately for these days.

Emergency contact names and telephone numbers, immunization records, and any custodial agreement information must be provided at the time of registration. During the duration of participation in the program, if there are changes to the child's home environment, custodial arrangements, etc. the Treehouse Manager must be informed in writing. The information that parents provide is confidential, and necessary to assure that the best possible care is maintained for your child, records must be clear and current.

Timelines

New families to Treehouse may register at any time if space is available in the program. A non-refundable administration fee will be collected at the same time.

Returning families must register by March 1st for the following school year. A placement fee is required at the same time and will be applied to the first months of programming fees in September.

If needed, Treehouse Management has the ability to create appropriate Wait Lists which will be populated on a first come first serve basis.

Eligibility

Early Years: Children aged 30 months up to 5 years old.
Before/after school care: Kindergarten aged up to 12 years old.

Fees

Fees listed below are Treehouse regular monthly fees (black) for each program. Treehouse is part of the government Parent Fee Reduction Initiative (PFRI), amounts in red are the current cost to parents after the fee reduction.

	1 DAY/WK	2 DAY/WK	3 DAY/WK	4 DAY/WK	5 DAY/WK	DROP IN FEES/DAY
AM EARLY YEARS 3 HRS 8:50AM - 11:50AM	**$220.50** **$275**	**$191** **$300**	**$261.50** **$425**	**$332** **$550**	**$402.50** **$675**	**$40**
EARLY YEARS with LUNCH 11:50AM - 12:50PM	**$32**	**$64**	**$96**	**$112**	**$140**	**$20**
EXTENDED DAY EARLY YEARS 6 HRS 8:50AM - 2:50PM	**$251** **$360**	**$242** **$460**	**$318** **$645**	**$364** **$800**	**$341** **$886**	**$80**
BEFORE SCHOOL [BS] **7:30AM - 8:50AM**	**$73** **$93.50** $105	**$71** **$112** $135	**$84** **$135.50** $170	**$112** **$154** $200	**$140** **$172.50** $230	**$20**
AFTER SCHOOL [AS] **2:50PM - 6PM**	**$158** **$178.50** $190	**$206** **$247** $270	**$244** **$305.50** $340	**$287** **$369** $415	**$290** **$392.50** $450	**$40**
AS/BS COMBINED	**$141** **$182** $205	**$182** **$264** $310	**$228** **$351** $420	**$269** **$433** $525	**$229** **$434** $549	**$60**

****BLUE Numbers above represent Parent FEES for Early Years aged children****

*** GREEN numbers above represent Parent FEES for Kindergarten Children ONLY***

The Parent Fees are calculated by the GOVERNMENT - We do not get to choose the reduction - Please use this web link: ***https://mychildcareservices.gov.bc.ca/ccfri-estimator*** *to see the calculator yourself*

****PURPLE Numbers above represent Parent FEES for Grade 1 and up ONLY****

*******BLACK*** **Numbers above are what our costs would be without Government Subsidy****

LUNCHES can be added to AM or PM Early Years as individual items (fees under Lunch)

$150 Annual Registration Deposit Fee		PRO D Days	$75 for current Families or $85 Drop-In ONLY

$50 Annual Renewal Fee for Returning Families	

Early Dismissal (12pm)	$15

- If space permits, drop-in care is available with 24 hours notice only. Written confirmation must be received prior to arrival.
- Families with a second child will receive a 10% discount (applies only when both children are in a registered program).
- Additional fees of $75 per day for any Professional Development and/or Spring Break Programming for current registered families.
- Non-registered families fees of $85 per day for any Professional Development and/or Spring Break Programming.
- Fees are averaged across the school year and reflect days treehouse is closed.
- If parents are late in picking up their child, a $1.00 per minute is charged.
- Nominal fees may be requested from time to time for special field trips.
- A $20.00 charge applies to all N.S.F. or any returned cheque.
- A 2% late payment charge will be applied if payments have not been received by the 10th day in the month of which the fee is due.
- Nonrefundable new family administration fee: $50.00
- Annual Registration Deposit Fee: $150.00

Invoicing

Invoices are issued monthly starting in September, all fees must be paid in full by EFT. All payments must be made within the first week of each month (i.e.. September billing for October services). No exceptions will be made. **Please wait for invoices to be delivered before sending payments**.

When Treehouse is closed on statutory holidays and regular holidays, there are no reduction of fees. All fees are prorated to accommodate this.

Cancellation/Refunds

Any withdrawal from programming must be done in writing to the Treehouse Manager with a minimum of one month notice. If written notice is not received, Treehouse will require one months payment in lieu thereof.

Vacations and minor illnesses do not qualify for a rebate, refund, or reduction in fees when sessions are missed. For extraordinary situations when sessions will be missed, families may apply in writing to the Tree Hose Manager to be reviewed and determined on a case-by-case basis.

Policies & Procedures

The following is a brief description of the policies and procedures followed by Treehouse. These policies and procedures are in accordance with Licensing, and applicable health regulations. Should you have any questions regarding our policies please ask a teacher or the Treehouse manager.

Supervision of Children Policy

The *Child Care Licensing Regulation* requires care providers to ensure that children are supervised at all times. Supervision, together with thoughtful design and arrangement of children's environments, can prevent or reduce the likelihood of accidents and injury to children.

The Child Care Licensing Regulation states:

> *Section 39 (1) A licensee must ensure that children are supervised at all times by a person who is an educator, an assistant, or a responsible adult and*
>
> *Section 39 (2) A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising children needs replacement because of urgent and unforeseen circumstances.*

To maintain adequate standard of care for all children we will follow these procedures:

- The staff to child ratio is maintained at all times.
- A head count is always done before and after transitions.
- Monitors and other devices are not used in place of supervision.
- If children who require extra support attend the program, extra staff is added.
- At times, extra staff or volunteers may be included in the program for field trips.
- If aggressive behaviour is occurring, Teachers are close enough to intervene to promote acceptable behaviour and protect the other children.

In addition, Treehouse will be continually assessed to ensure that the indoor and outdoor areas are free of hazards. Furniture and equipment will be age appropriate, and caregivers will have a view of all play areas.

Pick-up and Drop-off Policy and Procedures

Early Years Program: To ensure consistency in programs, support child development and minimizes interruptions to daily routines, we require children attending the Early Years Program to arrive to class no later than **9:30am**. We understand that there are periodic interruptions and special appointments that may arise, if this is the case, please inform one of the teachers or manager if you plan on arriving late. In the case of late arrivals staff will speak with the parents to remind the of the policy, if families continue to arrive late on more than three occasions, a meeting will be scheduled with the manager to discuss suitability of the program.

Children must be picked up on time. It can be upsetting for a child to be one of the only ones not picked up on time. If you know you will be late, please make alternate pick-up arrangements, and call Treehouse.

Children are only able to leave Treehouse with anyone other than a person authorized by the parent. For this reason, parents are responsible for keeping Treehouse informed of persons who will be picking up their child. Parents must keep the information on the Registration Form up to date and to write a signed note or e-mail if you have made alternative arrangements with someone whose name is not on the list. A telephone call will be accepted in case of emergency.

Authorized persons must sign their child IN and OUT from Treehouse every visit and respect the designated dropping off and picking up times.

Children enrolled in before school care are not permitted to leave Treehouse without permission (with your written consent) to enter the school at 8:50 a.m. which is the first bell.

Pick-up Time & Late Fine

Children must be picked up within the designated pick-up times for each program. Early Years pick up times are 11:50am, 12:50pm or 2:50pm. Afterschool Care pick up time is 6:00pm. Children that are picked up late on more than two occasions will be charged $1.00 per minute late fee. Verbal warning will occur first, followed by a written warning, prior to enforcement of the fine.

Notice of Absence

Families are required to notify Treehouse if your child will be absent for any reason. We require you to call Treehouse at 604-926-4080 to inform us of your child's absences. E-mail is acceptable if provided 24 hours notice. We highly recommend not relying on e-mail as, at times we are busy facilitating programs and are not able to monitor e-mails.

Afterschool Families: If notification is not received, this will initiate staff to follow the missing child policy provided below, therefore, it is essential that Treehouse is notified of your child's absence. Families that fail to notify Treehouse on more than two occasions will be charged a $75.00 per instance fine. Verbal warning will occur first, followed by a written warning, prior to enforcement of the fine.

Release of Child Policy

If a parent/guardian or authorized pick-up person appears unable to provide proper care, Treehouse Teachers/Manager cannot release the child.

Behavioral indicators that might cause us to suspect that a person may be impaired include:

- Inebriation (slurred speech, strong odor of alcohol, lack of physical coordination, drooping eyes, abusive or unpleasant demeanor)
- State of ill health (either physical, emotional, or psychological) such that the adult may be incapable of appropriately caring for the child

In some situations where there is a suspicion of impairment, we may be required to make a subjective decision or "judgment call". In the event the Treehouse staff deem the parent or authorized pick-up person as unsuitable to take the child from Early Years, they will be informed, and safe options will be discussed, or appropriate authorities will be notified.

Well Child Policy

The age group of our children precludes a high susceptibility to communicable diseases and infections. If your child is not well enough to participate in programming, please make alternate arrangements for childcare that day.

If for any reason your child is taking medication prescribed by your doctor, please ask for a medical form, which is to be signed by your child's physician. Teachers are not permitted to administer any form of medication without this signed form from your prescribing doctor. All medication must be in its' original container clearly marked with the pharmacy's label.

A child who is experiencing temperature elevation, diarrhea, vomiting, upper respiratory congestion, or a skin rash will NOT be admitted to Treehouse.

Below are some things you may wish to consider as you try to determine if your child is too ill to attend Treehouse. Your child may be unaware of their limitations, so we ask parents to refrain from asking them if they feel well enough to attend school. Keep them home to speed their recovery.

Please keep your child home if he/she:

- Has a suspected, or known, communicable disease (Chicken Pox, Conjunctivitis aka Pink Eye, Measles, Mumps, Rubella, etc.)
- Is too sick to participate in all normal activities including outdoor play
- Has symptoms such as: persistent cough, constant runny nose, etc.
- Has vomited or had diarrhea during the previous 24 hours
- Exhibits symptoms such as fever or child's, cough, shortness of breath or difficulty breathing, body aches, headache, or sore throat.

A good rule of thumb is: If in doubt, don't send your child. Your support in keeping everyone healthy is appreciated!

Screen Time Policy

Treehouse does not promote or provide screen time in our Early Years and afterschool programs. There are special limited occasions (i.e. short movie around the winter break, spring break). Parents will be notified in advance during these times. For afterschool children and homework needs, this will be dealt with on a case-by-case basis and addressed by staff and the families if there is the occasional need or request.

Behaviour Management

We believe that children thrive in an environment that is secure, predictable, nurturing and supportive. We plan the program activities so that children can successfully meet challenges and learn positive ways of interacting with one another. We set clear and reasonable limits to ensure the safety of each child; the protection of her/his rights (and those of others); and the protection of property. When a child's behaviour exceeds the limits, we guide in a manner that is firm, positive, and maintains the child's self-respect. We acknowledge the child's feelings and help him/her learn to be considerate of the feelings of others. We do not use corporal punishment or any discipline that is humiliating, threatening, or isolating.

We encourage parents to discuss with the teachers any concerns that they might have about our guidance of the children or any other aspect of the program. It is important that we work closely together.

Discipline Guidance Policy

Recognizing when there are times when discipline is necessary, Treehouse requires that it be consistent and constructive in nature. Discipline is based on mutual respect. The teachers establish clear, reasonable expectations and exercise a kind, firm, consistent manner to ensure compliance. Redirection and encouragement are utilized to help the children learn positive ways of dealing with situations. The

teachers will exercise kindness, as well as fairness. Physical punishment will not be administered. Parents will be advised of any unacceptable behaviour exhibited by their child.

Child Care Licensing Regulation, quoting Section 51 & 52:

51 (1) A licensee must

(a) *ensure that behavioural guidance is appropriate to the age and development of the child who is receiving the guidance, and*

(b) *provide to employees and parents a written statement of the licensee's policy on behavioral guidance.*

(2) *If the child has a care plan that includes instructions respecting behavioural guidance, the licensee must ensure that*

(a) *any behavioral guidance given to the child is consistent with those instructions, and*

(b) *if the behavioural guidance includes the use of restraints, that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.*

52 (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

(a) *shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;*

(b) *confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance;*

(c) *harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect;*

(d) *spanking or any other form of corporal punishment;*

(e) *separation, without supervision by a responsible adult, from other children;*

(f) *as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.*

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H

Withdrawal of Services Policy

Reason services may be terminated:

1. Non-compliance to policies or procedures
2. Late or nonpayment for service
3. Inappropriate placement of a child
4. Parent request to withdraw child
5. Break down of parent/teacher relationships and communication.

Steps to be taken prior to requiring a child to withdraw

1) Non-compliance to policies or procedures for Treehouse
   a) Teachers will discuss the problem area with parents
   b) Should the parents continue to not comply with the policies or procedures, a meeting will be set up with the Manager and the parent(s)to address and resolve the problem area.

c) Continuation of non-compliance of policies or procedures will result in the withdrawal of the child from Treehouse.

2) Late or non-payment for service
   a) Parent will be contacted by the Manager or designate
   b) It will be requested that the account be settled with payment immediately
   c) A letter will be sent to the parents indicating that in the event of another late or non-payment of the account, the child will automatically be removed from the class list and the space will be filled with a child on the waitlist.

3) Inappropriate placement of a child
   a) The parents will be contacted with regards to staff's concerns with recommendations on how the child's needs may be met.

4) Parents are required to provide one months' notice to withdraw services.

5) Break down of parent/teacher relationships and communication
   a) Parents and teachers are required to communicate in a respectful manner
   b) Parents and/or teachers are invited to set a meeting time with manager to discuss an area of concerns or to provide feedback
   c) Parents are required to attend the meeting if set be the manager, if matters are not able to be resolved manager reserves the right to withdraw services if necessary.

Emergency Care Policy

Parents of a child requiring emergency care will be notified immediately of the situation. If a child must be transported to a medical clinic or hospital for treatment, parents will be requested to meet at the clinic or hospital immediately. If a child becomes ill during the day, they will be comforted until the parent arrives to pick up the child.

Once a parent has been contacted, the child must be picked up within 90 minutes from the time of the phone call. If the child has not been collected within this time frame, an alternate emergency contact will be called. If we cannot reach the first designated person, we will continue to call the people in the order on the child's registration. Please notify the people whom you have designated as an emergency contact. This prevents the teachers from a long explanation of why they are phoning. This policy was designed to prevent healthy children and teachers from contracting any form of illness that they may perhaps be exposed to on a frequent basis.

Fire Drills and Earthquake Preparedness Procedure

Our 'SAFE PLACE, is Irwin Park Library. In the case where Treehouse must be evacuated, all teachers and children would walk together to this location. All fire drills are practiced and recorded monthly and earthquake preparedness drills are practiced and recorded yearly as required by licensing standards.

Missing Child Policy

In the unlikely event a child is missing, the teachers will take attendance to identify who is missing. One teacher will notify other staff at Treehouse and together check Treehouse and grounds for the child. If the child is not located, then the teachers will contact the West Vancouver Police or 911 and inform the parents.

For Afterschool Procedures:

1. Teachers provide 10 minutes grace to children expected after school at Treehouse.
2. After the 10 minute mark and the child has not been located:
   i) Call parents and try to determine child's whereabouts.
   ii) Call school secretary and have child paged.
   iii) If parents cannot be contacted, the West Vancouver Police will be notified to report that a child is missing.

Nutrition & Nut Policy

Eating is a sensory, social, and learned behaviour. Establishing a pleasant and proper atmosphere where children can enjoy their snacks and lunch is a goal in the childcare community. The positive side of nutrition encourages good nutritional attitudes to be followed uniformly by the childcare community.

Treehouse promotes the development of healthy food habits, and all children are provided with a nutritious snack, included in the program fees. This is essential in each child's growth and development. Parents are asked to keep in mind the importance of good nutrition when preparing the lunch they are sending with their child.

Treehouse is a no chocolate, pop, candy or gum, facility and we encourage children to drink water rather than juice or milk.

You will be informed if there are food allergies for children in at Treehouse and could be advised to not pack specific type of foods for your children's lunch. We ask that if this occurs that you assist us in our efforts to create a safe environment for all our students.

Child Care Licensing Regulation on Nutrition (Section 48)

(1) *A licensee must*

(a) *ensure that each child has a healthy food and drink according to the Canada Food Guide, and*

(b) *promote healthy eating and nutritional habits.*

(2) *If a child's record includes, or the child has a care plan that includes, instructions regarding food and drink for the child*

(a) *the requirements of the subsection (1) (a) do not apply to the extent that they are inconsistent with those instructions, and*

(b) *the licensee must comply with those instructions*

(3) *A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to*

(a) *the child's age*

(b) *the number of hours the child is under the care of the licensee, and*

(c) *the child's food preferences and cultural background*

(4) *A licensee must ensure that children are not*

(a) *fed by means of a proper bottle*

(b) *forced to consume any food or drink, or*

(c) *left unsupervised while consuming drink or food.*

(5) *A licensee must ensure that safe drinking water is available to children*

(6) *A licensee must make available to parents information on*

the food and drink given to children

(7) *A licensee must ensure that food and drink are not used as a form of reward or punishment for children.*

Scent Free Environment

Treehouse maintains a scent-free environment to protect children and staff from chemical sensitivities, asthma, migraines, and other health issues triggered by fragranced products such as perfumes, air fresheners, and scented cleaning or personal care items.

Celebrations & Birthdays

We celebrate children's birthdays in the classroom through non-food-oriented activities such as singing to the birthday child, special helper for the day. If you would like to send a food item, we ask that it not be cake or cupcakes, ideas are fruit trays, popcorn or cheese and crackers. Please speak with teachers in advance of your child's special day. If you choose to send a food item, we ask that you provide enough for the whole class, so no child is left out. Please ask our teachers about other classroom allergies before bringing in any food items.

Reporting Suspicions of Child Abuse

This is something that we hope will not be necessary, but we are all required by law to report suspected or disclosed abuse. When we do, we are not permitted to contact the parent unless specifically directed to do so by the Ministry of Child and Family Development. It is not our responsibility to determine if abuse has happened. It is the responsibility of the Ministry of Child and Family Development to investigate and decide if abuse has occurred. These procedures are designed to protect the child. Our concern is for the safety and wellbeing of your child.

Inclusion Policy

Commitment to Inclusion - Irwin Park Tree House Childcare Centre strives to provide an inclusive environment that supports the participation, learning, and well-being of all children. We recognize that children have unique strengths, interests, abilities, and support needs.

We will make reasonable efforts to accommodate and support each child's participation in our programs through collaboration with families, community professionals, and support agencies whenever appropriate.

Family Partnership and Information Sharing - Successful inclusion depends on open and honest communication between families and Treehouse.

Families are expected and required to provide complete, accurate, and up-to-date information regarding any factors that may affect their child's care, safety, participation, or support needs, including but not limited to:

- Medical conditions and health concerns
- Allergies and medication requirements
- Developmental delays or diagnoses
- Behavioural, emotional, or mental health concerns
- History of aggression, elopement, or safety-related behaviours
- Existing support plans or Individual Education Plans (IEPs)

- Therapy services or specialist involvement
- Supported Child Development (SCD) or Aboriginal Supported Child Development (ASCD) involvement
- One-to-one support requirements or recommendations
- Any other information that may impact the child's participation or safety in the program

Treehouse does not require families to disclose precise medical diagnoses where equivalent functional information will allow us to plan accommodations and safety measures. The purpose of collecting this information is to determine whether Treehouse can safely and appropriately support each child's needs and to plan for successful inclusion.

Reasonable Accommodation - Treehouse will make reasonable efforts to accommodate children with unique support needs. Accommodations are planned and considered on a case by case basis, considering:

- Available staffing resources
- Staff training and qualifications
- Licensing regulations and required child-to-staff ratios
- Health and safety requirements
- Available funding and support services
- Physical environment and program structure

Reasonable accommodation may include:

- Individualized support strategies
- Environmental adaptations
- Behaviour support planning
- Collaboration with support professionals
- Referrals to community resources
- Requests for consultation through SCD, ASCD, or other support agencies

Safety and Program Capacity - The safety and well-being of all children, staff, and families is a priority. While Treehouse is committed to inclusion, there may be situations where a child's needs exceed the supports that can reasonably be provided within existing staffing, resources, licensing requirements, or safety considerations.

Treehouse will not compromise licensing requirements (including staff-to-child ratios), health and safety, or the ability to provide care for the group as a whole. Where needs temporarily exceed existing supports, we may have to delay start dates or temporarily suspend service for the child while additional supports are arranged. For instance, a need for continuous one-to-one supervision or intensive individualized support may require additional external supports or funding before continued participation can be safely maintained.

When Additional Support Needs Are Identified - If concerns arise regarding a child's ability to participate safely or successfully in the program, Treehouse will, where appropriate:

1. Document observations objectively;
2. Communicate concerns with the family in a respectful and timely manner;
3. Meet with the family to discuss support strategies;

4. Request involvement from appropriate community agencies or professionals where appropriate; and/or
5. Develop a support plan and monitor progress and reassess over time.

Undisclosed Support Needs - If developmental, behavioural, medical, or support needs that were not disclosed during registration are identified after enrolment and materially impact staffing, safety, licensing requirements, or program operations, Treehouse may require:

- Meetings with the family
- Updated assessments or documentation
- Consultation with support agencies
- Development of a support plan
- Modified attendance schedules
- Temporary suspension of care while supports are explored
- Reassessment of the child's placement within the program, including potential removal

Confidentiality and Respect - Information regarding a child's support needs, diagnoses, assessments, or family circumstances will be treated confidentially and shared only with individuals who require the information to support the child's care and participation, as permitted by law.

-End-