

# Treetops

Early Learning Centre





Treetops Early Learning Centres provide a warm and caring environment that ensures children will receive the high quality care and education they need, deserve, and have the right to expect.



# Why Choose Treetops Early Learning Centres?

## ENVIRONMENT

We provide a warm, welcoming, stimulating environment for children 0–6 year olds.

## GREAT REPUTATION

We have been providing high quality, safe and nurturing early learning care and education for over fourteen years. We are highly respected in our local communities.

## DEDICATED TEACHERS

Our teachers are dedicated and passionate. They create meaningful learning experiences that respond to children's interests and needs.

## HIGH TEACHER-CHILD RATIO

We maintain a high teacher to child ratio in all rooms, which means your child is receiving the best possible care.

## THE IMPORTANCE OF FAMILY

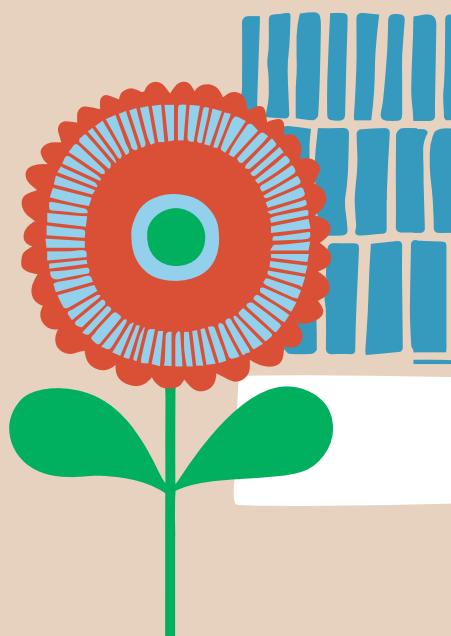
At Treetops Early Learning Centres we value the inclusion of family and the community as an integral part of the positive development of a child. We work with parents and whānau in partnership acknowledging their role as their child's first teacher.

## FAMILY OWNED AND OPERATED

Treetops Early Learning Centres are a family owned and operated business with two generations of our families involved in the daily operation of the centres.

## HEALTHY MEALS

At Treetops Early Learning Centres we have experienced cooks who freshly prepare nourishing, healthy meals for lunch, as well as morning and afternoon snacks.



## Our Approach to Learning

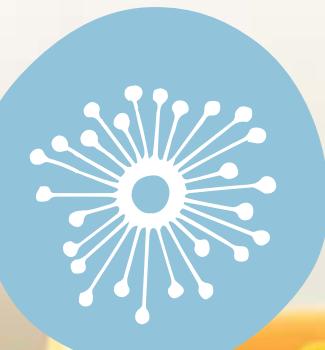
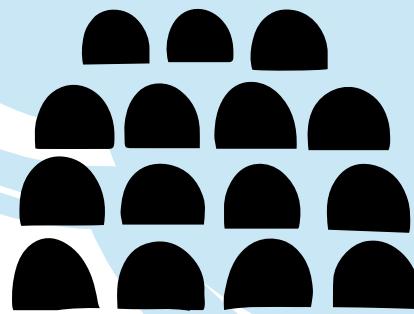
Our purpose built centres provide a safe and inviting environment for all age groups from 0 to 6 years. Babies, toddlers and pre schoolers are catered for in age appropriate rooms.

We view our children as confident, capable learners. Our passionate, qualified teachers support and empower children to learn alongside one another.

Our environments reflect a sense of exploration, investigation, literacy and numeracy and have a rich range of experiences, resources and technology.

We provide challenging outdoor play spaces that engage and motivate children to take risks, try new things and persist through difficulties, with support.

We believe that social interactions play a vital role in children's growth and development and that it is part of our role to nurture and support social competency.



## Learning Programmes

At Treetops Early Learning Centres we implement the New Zealand Early Childhood Curriculum Te Whāriki which is based on four principles of learning: Empowerment, Holistic Development, Family and Community and Relationships. These four principles are incorporated into our daily programme.

We are inspired by the Reggio Emilia Philosophy. This is an approach that focuses on a child's natural development and is directed by the child's interests, taking the view that learning must make sense to the child in order to be effective and meaningful. Our infant and toddler teachers follow the Magda Gerber philosophy, ensuring all young children are given the freedom to develop at their own pace.

We see it as our role to capture, support and extend children's interests. We do this through documentation and assessment which involves observation, reflection and collaboration so that the children are supported into deeper experiences and understandings.

## Communication with Parents

Communication is vital for maintaining good family/centre/staff relationships. We have an open door policy for parents and family and any parental involvement is greatly appreciated.

We have a variety of ways to maintain communication with you:

Daily, casual communication with staff helps us to understand your child's needs. Our staff are always happy to talk to you.

Whiteboards are used by staff to advise of any special events that may have happened during the day. Notices of events and monthly newsletters will also be posted on Educa.

Educa is an interactive, secure, online portfolio system that allows parents to see, learn and experience their child's day at Treetops Early Learning Centres. Teachers use Educa to capture and organise children's learning, share children's learning stories, photos, and information with parents and whānau. Educa enables busy parents, wider Whānau and overseas family to see photos and videos and provide feedback on children's learning.

To ensure consistency of care in the nest (our infants room) a written daily communication book is available. We encourage you to fill in the parent section daily. This contains essential information i.e.: when your baby woke up, what kind of night they had etc. We will fill in the teacher's part daily so that the transition from the centre to home at the end of the day is made easier.

For older children please feel free to approach the staff to talk about your child's day. You can phone us at any time of the day to check on your child's progress.

If you have any queries, concerns or complaints please discuss these with us as soon as possible. (A copy of the complaints procedure is displayed in each centre). It may be a simple matter of checking up about something with the staff as you arrive or depart, or maybe a phone call during the day will answer your question. We wish to hear about any concerns as soon as they arise and you are welcome to contact the Centre Director at any time. We wish to deal with any concerns immediately and ensure peace of mind for all involved in the Centre. We are always prepared to discuss any matter with you.

## Staffing

Our dedicated staff are our greatest asset. They nurture and care for your children as you would at home. We employ over 80% qualified and registered teachers and also have staff in training.

We provide excellent teacher/child ratios, meaning your child is receiving the best possible care. Our staff are all involved in on-going, in-depth Professional Development, which ensures the continuation of best practice in our centres.

We have an open-door policy and encourage you to spend time getting to know our educators and the routines we incorporate into our programmes.

## Celebrating Who We Are

We celebrate the uniqueness of every child to give them a strong sense of who they are. We pride ourselves in building strong relationships with our families and we value their contributions and support the aspirations they have for their child. We have regular events that develop and cement the relationships between the centres and our families. We celebrate the rich cultural diversity of our Treetops whānau.



## School Readiness

At Treetops Early Learning Centres our aim is to support children as Lifelong Learners. We are committed to empowering children and their whānau/families in the transition to school process.

Our programme uses a holistic approach supporting all children in the development of foundation learning skills. We provide them with educational, cultural and social experiences that will enable them to enter the school setting as confident, capable and motivated learners.

## 20 Hours ECE

Treetops Early Learning Centres are providers of 20hours Early Childhood Education ('20 hours ECE') for three, four and five year old children.

Eligibility for 20 hours ECE begins on the child's third birthday and ends on the child's sixth birthday. 20 hours ECE is available for up to six hours per day for a maximum of 20 hours per week.

As Treetops Early Learning Centres are all-day Centres, open 10.5 hours per day, fees will be charged for the days and hours when the 20 free hours are not available.

The fees charged will only be for the hours not covered by the provision of 20 hours ECE.

Hours requested by the parent/caregiver for 20 hours ECE forms part of the enrolment form.

## Child Illness

Please do not bring your child to the Centre if they are unwell. The Centre does not have the staff or facilities to care for a sick child and any illness could easily be passed on to other children. Your child needs to be kept at home if they have any of the following:

- High temperature
- Inflamed throat or eyes, conjunctivitis
- Unidentified rash
- Upset stomach, vomiting or diarrhea within the last 48 hours
- Scabies and school sores
- Are listless and unable to participate in the daily life of the centre

The Centre must also be notified if your child develops a new chronic health problem, such as serious allergies, epilepsy or asthma, and a plan for coping with any problems that may develop in the Centre must be agreed upon.

Please make sure that the Centre has UP TO DATE CONTACT PHONE NUMBERS for at least two parents or family members (work and home). An extra emergency or back-up phone number is also required. We recommend that you think in advance about arrangements to care for your child should they become ill. Young children can become very unwell very quickly.

We ask that you use common sense when your child is unwell and keep them at home. It is hard for a child to participate happily in Centre life when unwell and any illness may spread to other children.

## Medication

Children who take medication on a regular basis must have a signed medication action plan which allows us to administer this medication, such as Ventolin inhalers. Any short term medication, such as antibiotics must be signed in daily, then given to an educator. No medicine should be left in children's bags.

No prescribed medicine will be given that is over three months old or does not have your child's name on it. We cannot administer over the counter medication, including non-prescription paracetamol.



## Positive Guidance

At Treetops Early Learning Centres, we accept each child as an individual and focus on their individual requirements. Educators are skilled at praising positive behaviour and using re-direction as a form of managing inappropriate behaviour. No Centre uses any form of physical punishment, harsh language or belittling of children. We work in partnership with families and whānau for the benefit of the child. Please talk to us at any time with any issues that you may have – our educators have a wealth of knowledge and would be happy to discuss this at a convenient time to you.

## Food

We have an experienced cook who prepares a nourishing and healthy lunch as well as morning and afternoon snacks. The weekly menu is displayed at each centre and sent through Educa. The menu is different for each day and each week within a monthly cycle. Fresh fruit and vegetables are offered daily and the only drinks given to your child are water/milk and occasionally milo. Water is made available to your child at all times throughout the day.

If your baby/toddler is having bottles, either formula or milk, please bring pre-prepared all they need for the day in named bottles and store them in the fridge which is available in the nest. We encourage you to leave a named tin of formula for your child if required.

If your child requires a special diet due to allergies or any other reasons please discuss this with the Centre Manager so we can meet your child's requirements. We are happy to provide alternatives when required.

## Birthday Celebrations

At Treetops Early Learning Centres, we acknowledge and celebrate children's birthdays. We ask that you do not bring cakes or other food items into the centre. We have a responsibility to ensure that we know the ingredients of all foods that we give our children so that the safety of our children with allergic conditions is not compromised.

## Attendance

If your child is absent due to illness or holidays, please make sure that you advise the Centre. The time of your arrival and departure must be written on the daily sign in and out sheet and you are required to sign this daily. In an emergency this sign in sheet is used to ensure all the children are accounted for. The daily sign in and out sheet is located at the sign-in desk at all times.

## Holidays and Absences

Statutory holidays and absences are charged in full if they fall on a day when your child is booked to attend.

After attending the centre for three months your child is entitled to three weeks per year at 50% fees, this will be pro rata if your child does not attend full time.

The holiday year runs from 1 January to 31 December of the same year and unused days are not able to be carried over to the following year. Holidays must be applied for two weeks before the first day of the holiday.

## Leaving the Centre

If you are planning to remove your child from the Centre you are required to give two weeks notice in writing. In the event of two weeks notice not being provided, fees will be required to be paid until the notice period has expired.

## Settling into the Centre

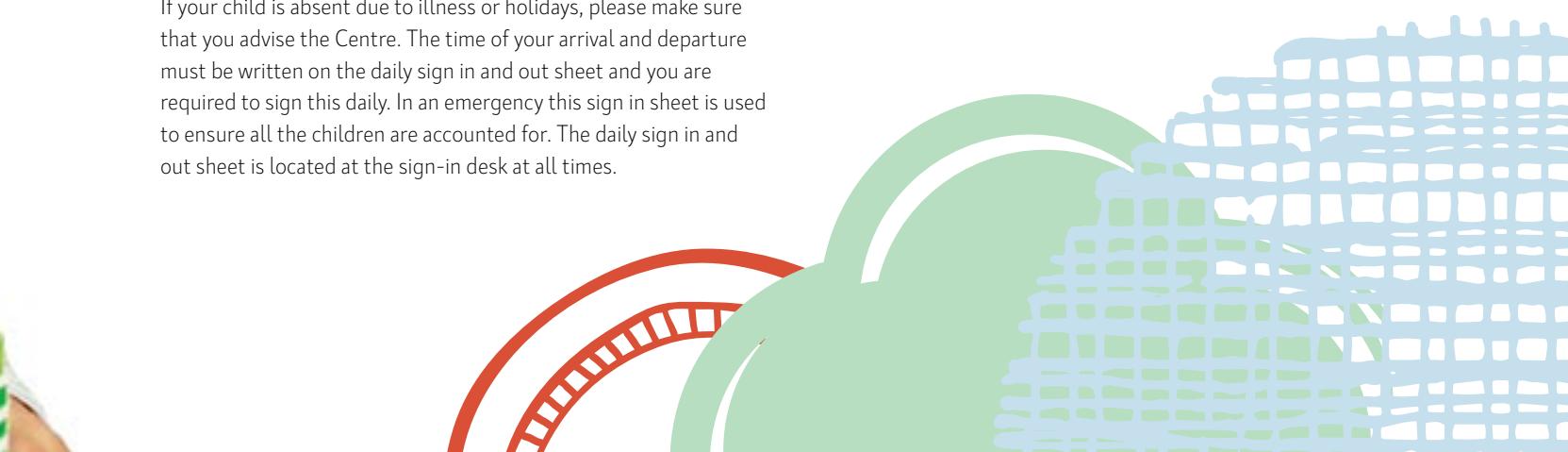
Our aim is to ensure that children and families have a smooth transition to the Centre. New families and whānau are encouraged to spend time at the Centre prior to the actual starting date. These visits allow you to get to know the staff, routines and environment, and for the staff to get to know you and your child.

Fees are not charged for this settling period and everyone is encouraged to take advantage of this opportunity.

Settling visits are arranged with the Centre Manager or administrator and generally take place in the week/s immediately prior to starting.

Parting from your child may be a stressful experience (usually more stressful for the parent than the child). Generally a quick kiss, hug and a smile with your goodbye is best, as lengthy partings cause more pain for both parties.

Please don't sneak away as this may cause a loss of trust. Always pass your child to a staff member - especially if you are expecting an upset child at parting, and remember - phone as often as you like to check on how your child has recovered from a sad parting. Usually they get over it more quickly than you. We are happy to discuss alternatives if you wish.





## Clothing Needs

Your child will have a space assigned where you may store a bag containing their belongings. Their bag should always contain one or two complete changes of named clothing. As the weather is changeable we recommend you dress your child in layers to take account of temperature changes during the day. The Centre is your child's work and play environment and there are times we can guarantee that they will get wet and/or dirty. Messy play is an integral part of early childhood and we emphasise that "best" clothes are not suitable.

## Sleep Times

Infants sleep in cots in the sleep room and all sleep times are recorded on the sleep chart in the room and on the daily communication reports.

If your child is older and requires a nap, they will do so after lunch. Children who do not require a rest are engaged in quiet activities in other areas of the Centre.

Sleeping children are monitored continuously and there are teachers who are responsible for the sleep room while children are sleeping. (A copy of this policy is available in the classrooms). Individual bedding for your child is provided by the Centre and washed regularly.

If your child has a bed-time "cuddly", or something that they need to comfort them at sleep time please feel free to bring this along.

## Sun Sense

Treetops Early Learning Centres follow a sun protection policy. We ask that you send a named sun hat with your child each day in the summer months (October - May). We will apply sunscreen regularly throughout the day with your written permission (see enrolment form). Staff will ensure that activities are placed in shaded areas and that children have access to fresh drinking water at all times. Educators will take opportunities throughout the day to educate children around safe sun sense practices.

## Collection of Children

The Centre is licensed by The Ministry of Education until 6pm Monday to Friday and must close strictly at this time. Your child must be collected no later than this. Please contact the Centre if due to unforeseen circumstances you are unable to collect your child prior to the Centre closing.

If we have not been able to contact you, or your emergency contacts and you have not contacted us within one hour of closure of the Centre, we reserve the right to contact the local Police. A late fee of \$25 per 15 minutes will be charged for collection of children after closing time.

Children may only leave the Centre with:

1. Adults listed on the enrolment form, or;
2. With an adult whose name and relationship to the child has been made known to the Centre by parents, prior to picking up the child.

## Outings

Permission for walks in our local area is given on the enrolment form completed when your child starts attending the Centre. Individual permission is sought from parents for any outings, which take us out of the immediate community area or which costs money. A copy of our excursion policy is available on Educa, under the policies tab. You are welcome to request a copy of this if required.

## Emergencies and Civil Defence

Regular fire and earthquake drills are held to ensure, as best as possible, that 'what to do' becomes second nature to children and staff should a real emergency occur. In the event of a fire our evacuation plan is displayed at each centre. We once again stress the importance of signing your child in and out as accurate details are essential in an evacuation or an emergency. Should a civil defence emergency situation occur, children will be cared for until a person who is authorised by you comes to collect them. Emergency contact names and telephone numbers need to be kept up to date, please advise the Centre Manager or Administrator whenever a change is required to be made.

## Emergency Closure of the Centre

We are required by the Ministry of Education to close the Centre in certain circumstances, i.e natural disaster and must evacuate the premises within two hours of such an event. In the event of an emergency closure of the Centre you will be required to collect your child from the Centre.

Full fees are to be paid for up to two days if there is an emergency closure of the Centre.

## Whānau Involvement

We strive to run our Centres as an extension of home and to cater for the varied expectations of many different families. We welcome your presence and assistance in many positive ways. We encourage families to become a part of our group and extend a warm welcome to visit whenever you wish.

At Treetops Early learning Centres, we believe that family and community play an integral part in the positive development of a child. We:

- Celebrate the complimentary roles of parent/whānau/caregiver and educators as providing the link between home, family and the centre to ensure consistency for the child.
- Welcome parents/whānau into the centre to discuss with us at any time the aspirations they have for their child.
- Parents and families are encouraged to become involved in centre activities where possible, and are acknowledged as partners in assessment alongside the teacher and child to create pathways for families and children to be involved in the learning process in a meaningful and fun way.
- Take children into the community where possible and the community visits the centre where appropriate.
- Are aware of the resources available in the community and support whānau to use these when required.

Our aim is to ensure that children/families/whānau feel welcome, safe, secure and comfortable in our centre environment.

When settling children into the centre:

- Parents/whānau are welcome to stay for as long as they would like.
- We support children in understanding the centre routines, to give them a sense of belonging.
- We encourage parents/whānau to inform their child when they are leaving and reassure them that they will be back.
- Parents/whānau are encouraged to seek support from a teacher if your child is having trouble settling in.

- Remember that each child is an individual and we are here to support each whānau through the settling in process.

At Treetops Early Learning Centres we value the relationships we build with whānau as we recognise this leads to the best learning outcomes for children. We develop these relationships through:

- Beginning our transition process for families as soon as they walk in the door.
- Being friendly & approachable, sharing information, making sure whānau are welcomed and supported.
- Introducing whānau to all members of our learning community.
- Getting to know whānau as well as their children.
- Keeping up the dialogue – not only about children. We engage whānau in conversation to get to know them as people.
- Providing many different events for whānau to be involved within our centre.
- Supporting whānau in the transition process between rooms and on to school.
- Introducing whānau to new teachers and routines.
- Sharing information with teachers from other rooms.
- Recognising that transition is an important learning curve for children and whānau.
- Transitioning the whole whānau.

## Facebook

Each of our centres has their own facebook page so that you can share the fun in child's day with family and friends. You have the option of whether you consent for photos of your child to be shared on enrolment.

Our face book pages can be found under 'Treetops Early Learning Centre'



# Kia ora whānau,

I am pleased to welcome you to our Treetops whānau. We hope you enjoy your time here with us. We are privileged to be joining you in this journey through the early childhood years. Please feel free to contact me at any stage during your enrolment with us. I look forward to seeing your beautiful children at the centre as they learn with us.

Arohanui,

Natasha Rawiri  
Centre Director  
Treetops Early Learning Centres

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