



PARENT HANDBOOK

(Subject to change, this is a living document)

WELCOME TO TILBURY TOTS EARLY LEARNING CENTRE

August 29, 2017

Revised: August 13, 2019

We would like to welcome you and your family to Tilbury Tots Early Learning Centre. We are pleased that you have chosen our centre and look forward to getting to know you.

We believe strongly in the value of communication. We hope you will take time to discuss any questions, comments or concerns you may have about your experience with us. We have prepared this Parent Policy Guide with the intent of providing information that will be helpful to you and your family. We also recognize that it will be of maximum benefit only in combination with regular communication with your child's TTELC staff. Similarly, while we have policies and procedures to ensure that we provide a high level of care and education for your child, the information you provide to us will help us apply them more appropriately and meet the needs of your child and family more effectively.

Parents often find our TTELC staff to be a valuable resource, providing information in response to their questions about child development, child care, child guidance, play activities, language, and many other topics. Our TTELC staff also provides emotional support for parents by listening to their parental concerns and offering suggestions from an alternative perspective.

HiMama is used by our educators daily to record program activities that occur throughout the day. These real time updates will include everything from naps to snacks, and will allow you to still be a part of their day, even when you are at work or away. Your child's experience in our program will be showcased with photos stored safely and securely in a journal format that are instantly sent to you via HiMama's mobile app or through e-mail.

HiMama will keep you in the loop with digital updates on your child to complement our important face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have insight into what they've been working on throughout the day!

A special Parent Portal online can also be accessed once your child has been enrolled at Tilbury Tots Early Learning Centre. You can expect to receive an invitation to log in from HiMama soon! At that point you can create a parent account as well as invite your family members to become a part of your child's "Crew" which allows you to share updates with additional family members.

Want to learn more? Great! You can visit the HiMama website where you can find HiMama's page dedicated to Internet Safety, a FAQ page with answers to frequently asked questions, as well as a Contact Us page if you have specific questions.

Our commitment to you and your child is to provide a high level of care and education setting in which all children have many opportunities to explore their growing potential, develop high self-esteem and learn to respect themselves and others, and experience joy and wonder as they learn about their world. We can best accomplish these goals with a strong relationship between your family and our TTELC family. A relationship built on mutual trust, respect and caring. Together we will celebrate your child's special joys and accomplishments and meet any challenges that may arise. TTELC believes children to be competent, capable, curious, and rich in potential.

This Parent Policy Guide is the first step we will take together in your family's child care and education experience with us. We look forward to our relationship with you and your family.

The content of our parent handbook may alter due to changes in Tilbury Tots Early Learning Centre's policies and procedures. Please see your program Supervisor for necessary verification or clarification.

MINISTER STATEMENT

Subsection 55 (3) of the Child Care and Early Years Act, 2014 (CCEYA) authorizes the Minister of Education to issue policy statements regarding programming and pedagogy to guiding operators of child care and early years' programs and services in developing their programs and services. This policy statement is made under such authority and names "How Does Learning Happen?" Ontario's Pedagogy for the Early Years (2014)" as the document to be used to guiding licensed child care programs under subsection 55 (3) of the CCEYA.

This policy statement, together with the regulations that guide program development, pedagogy, and practice in licensed child care settings, is intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health, and well-being.

The regulations made under the CCEYA also provide for the use of "How Does Learning Happen?" by licensed child care programs. Section 46 of O. Reg. 137/2015 (General) requires that, "Every licensee shall have a program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act and shall review the program statement at least annually for the purpose." Subsections 46 (2) and (3) of the Regulation address the content of the licensee's program statement.

This policy statement shall be in effect until the day that it is rescinded or replaced by Tilbury Tots Early Learning Centre.

THE DEFINITION OF PEDAGOGY - EARLY YEARS PEDAGOGY

Pedagogy is defined as the understanding of how learning happens and the philosophy and practice that support that understanding of learning.

The term "pedagogy" may be unfamiliar to some in early years setting. Thinking about pedagogy provides a new way for educators to consider their work. It helps educators to:

- Look more carefully at what they do each day
- Think about the why of their practice
- Understand more deeply how their actions have an impact on children and their families

We at TTELC will follow the pedagogical approaches as mandated by CCEYA and “How Does Learning Happen?” that nurture learning and development in the early years to include:

- Establishing positive, responsive adult-child relationships
- Providing inclusive learning environments and experiences that encourage exploration, play and inquiry
- Engaging as co-learners with children, families/caregivers, and others
- Planning and creating environments as a “third teacher”
- Using pedagogical documentation to value, discuss and make learning visible
- Participating in ongoing reflective practice and collaborative inquiry with others

These same approaches that are effective for children are also key elements of learning and engagement for families and those who work with children, what is good pedagogy for children is also good pedagogy for adults.

MISSION STATEMENT

Tilbury Tots Early Learning Centre strives to provide the highest standard in childcare services. We are committed to always seeking ways to improve and enhance our services to meet the needs of the families in our community and surrounding area.

PROGRAM STATEMENT

Tilbury Tots Early Learning Centre’s program statement is a “living document” that reflects our goals and approaches that support our mission statement. The Board of Directors will annually review the program statement to ensure that we are meeting our standard of care that will reflect the needs of the families and changes in the CCEYA as well as keeping current with ongoing research, workshops and resources including MEDU correspondence such as “How Does Learning Happen?” and Ontario Pedagogy for the Early Years.

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

All employees, students and volunteers will review and discuss the implementation of the program statement, goals, and implementation prior to start of employment or volunteering. This will be reviewed annually and or when changes have been made and will be signed off by staff, students and volunteers including the person conducting the review. A record of each review will be kept in a secured location for up to three (3) years.

PROGRAM STATEMENT GOALS AND APPROACHES

The Goals and Approaches Graph will focus on promoting the Health, Safety, Nutrition and well-being of the children. Support positive and responsive interaction among the children, parents, childcare providers, and staff. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate. To foster the children’s exploration, play and enquiry. Provide child-initiated and adult supported experiences. Plan for and create

positive learning environments and experiences in which in child’s learning and development will be supported. Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the individual needs of the children receiving care. Foster the engagement of and ongoing communication with parents about the program and their children. Involve local community partners and allow those partners to support the children, their families, and staff. Support staff, or others who interact with the children at our childcare centre in relation to continuous professional learning. TTELC reviews the impact of strategies set out in the graph (a) to (k) on the children and their families.

Program Statement Review – Goals & Approaches

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(a)	<ul style="list-style-type: none"> -to promote the health, safety, nutrition and overall well-being of the children -to complete health checks daily -to base our menu's on Canada's Food Guide and offer a variety of nutritional and balanced meals and snacks for children -to create an illness tracking log sheet to document children that are sick -to ensure allergy list are posted as well as a posting of any child requiring an Anaphylactic Emergency Response Plan -parents to complete an infant personal schedule prior to enrollment -monitor sleep checks -to report all accident/incident reports -ensure playground safety 	<ul style="list-style-type: none"> Policies will be set in place; -follow Canada's Food Guide and provide 4 menu plans for families to view and for rotation as well as documenting and posting menu changes -health inspections reports to be kept on file and sent to the program advisor -allergy list posted where all children will be present -an Anaphylactic Emergency Response Plan for each child with anaphylaxis is posted, parents and staff to read and sign off -staff will fill out accident / incident reports as well as sign off, parents to be given a copy and one to be placed in the child's file -an illness tracking log to be kept at each site and used when parents call to say their child is ill and not attending -playground logs to be done daily and monthly, an annual inspection will also be recorded

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(b)	<ul style="list-style-type: none"> - communication is a vital part of our day to day operation with both families and staff and developing ways to follow through in a positive and encouraging manner -allowing and encouraging parents to have input -techniques to make parents feel more comfortable in simple strategies with parents being open and honest -establishing partnerships with parents -get to know our parent's and families that are attending -get our parent's involved -for our supervisor to guide and mentor staff 	<ul style="list-style-type: none"> Supporting positive and responsive interactions among the children, parents and staff; -through social media TTELC Facebook -emails to our families and staff -monthly newsletter -documentation/observations on tablets -story boards on display -parental survey -through phone calls -document information in log books -supervisor to mentor staff including those with other wise approve -supervisor to attend the supervisor support meetings monthly and bring back any updates and information to staff

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(c)	<ul style="list-style-type: none"> -to encourage children in self-regulation -staff to support children and their findings and to provide opportunities to foster learning through children's interest 	<ul style="list-style-type: none"> Approaches; -provide open snack -free choice of activities -rest time -washroom routine -children making decisions -provocation set up from staff

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(d)	<ul style="list-style-type: none"> -to foster the children's exploration and inquiry both indoors and outdoors through play and their interest -have staff observe and document children's interest -staff able to recognize what is going on in the children's lives -to have children explore, experiment and problem solve 	<p>Approaches;</p> <ul style="list-style-type: none"> -staff to observe and document -communication with children and their parents through emails and in person -documentation/emailed -introducing new items, provocation -face to face communication

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(e)	<ul style="list-style-type: none"> -to view educators as knowledgeable, resourceful and rich in experience and value the environments they create for children -for staff to offer a warm and positive learning environment and see themselves as co-learners and guides that enhance the child's ability to explore the environment and offer assistance when needed -to offer provocation for children to explore -allow for the children's interest to change 	<p>Approaches;</p> <ul style="list-style-type: none"> -through observations -through documentation -through daily communication with parents and logs -through staff training and mentoring

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(f)	<ul style="list-style-type: none"> -plan and create a positive learning environment -staff to have a supportive role -staff to recognize children's needs -support staff and provide ongoing professional learning -through training, teachers have an understanding of children's growth and development -possess effective communication and interpersonal skills for relating to both children and adults -to observe, plan and evaluate -to encourage staff to use and develop specialized abilities and pursue interest of the children -support the children and their families enrolled -to ensure physical set up of the program and delivery of activities 	<p>Approaches;</p> <ul style="list-style-type: none"> - through observations - through documentation - through daily communications with parents and logs - staff training

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(g)	<ul style="list-style-type: none"> -to incorporate indoor and outdoor play, active play, rest, and quiet time into their day and consider the individual needs of the children -developing a wide variety of fundamental movement skills 	<p>Approaches;</p> <ul style="list-style-type: none"> - children arriving early may require a quiet place to rest - nap time for the non-sleeper - use of an awake room or quiet activities - follow the interest of the children for both indoors and outdoors, make observations

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(h)	<ul style="list-style-type: none"> -fostering engagement of ongoing communication with parents about our program and their children -to view our families as a vital part to their children's successful experience -to operate as a resource service -for parents to play an essential part in the process of designing the curriculum that is presented by providing suggestions -to provide unique and insightful understanding to children's behaviour -to have a true partnership with families -to have consistency between home and child care 	<p>Approaches;</p> <ul style="list-style-type: none"> -staff will be able to provide families with updates on their child's needs and progress -communication between families and staff can be done so by, e-mail, notes, daily logs, direct verbal communication via personal or by phone -any issues that may arise with parents, we can set aside time to meet with the staff and discuss the matters to come up with a common goal -an Ages and Stages Questionnaire to be filled out by the parent upon enrollment for children attending our preschool program to gather data for the municipality -Infant Personal Schedule to be filled out by the parent upon enrollment -observation areas can be provided for families -upon registering, families go over any questions they may have as well as have a tour of the facility, encourage them to come for a visit prior to commencement

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(l)	<ul style="list-style-type: none"> -to provide children with extra needs the opportunity to achieve their fullest potential -children have the right to participate and benefit from our program -social inclusion, all children to have the same right to participate in our program -integrated approach -to collaborate with parents, staff and support services team -to give the child and family a successful and enjoyable experience 	<p>Approaches;</p> <ul style="list-style-type: none"> -Tilbury Tots Early Learning Centre uses an integrated approach when working with children with a extra needs - collaboration with parents, staff and Inclusion Support Services Team help to give the child and family a successful and enjoyable experience while in our care - working with agencies aid in support development, language development and speech therapy, behavioural, physiotherapy and occupational therapy -agencies that may assist us as follows, Children's Treatment Centre, Chatham-Kent Children's Services, Building Healthy Babies, Ontario Early Years Child and Family Centres, Health Practitioners / Health Unit

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(j)	<ul style="list-style-type: none"> -to have skilled professionals that have chosen to work with children and families -to continue training of staff so they can develop an understanding of the process involved in facilitating children's growth and development -to possess effective communication and interpersonal skills for relating to both children and adults -for our staff to be given a major responsibility for providing a stimulating environment to support children and their families 	<p>Approaches;</p> <ul style="list-style-type: none"> -staff will utilize their observable skills, planning, evaluations and documentation -staff will encourage to use and develop specialized abilities and pursue interest of the children -set up the environment which includes atmosphere which is created by the staff -staff will demonstrate supportive and responsive interactions to the needs of the children and families -staff provide emotional support for parents, by listening to issues and offering suggestions for situations -provide a safe and happy environment for children -staff relieve parents of stress which may otherwise affect their daily functioning at work and school -provide workshops and leadership to staff

Reg. 137	Document - <u>Goal</u>	Document - Approach (both Observable and measurable)
46(3)(k)	<ul style="list-style-type: none"> -to view our program statement and policies as a living document -to review strategies for our staff to follow -information obtained is needed to see that our childcare is taking the correct path in emergent learning 	<p>Approaches;</p> <ul style="list-style-type: none"> -review the Program Statement and Policies yearly or as required to implement any changes that are required -documentation done through each program using tablets for families to view -parent surveys are done throughout the year and information is gathered and implemented and reviewed -staff training documented and workshops each per year upon availability and supervisor approval -supervisor to review the staff implementation.

TILBURY TOTS EARLY LEARNING CENTRE SITES AND PROGRAM OFFERINGS

TTELC @ St. Joseph Catholic School – Hub

- 43 St. Clair St., Tilbury
- Phone: 519-682-0804
- Fax: 519-682-1211
- Hours of Operation: 6:00am to 6:00pm
- Infant – School Age (Infant to 12 years of age)

TTELC @ Wheatley Area Public School – Hub

- 226 Erie St., Wheatley
- Phone: 226-248-0351
- Hours of Operations: 6:00am to 6:00pm
- Toddler – School Age (18 months to 12 years of age)

Garderie Petit Pas a Division of TTELC @ Ecole Secondaire De Pain Court - Hub

- 14 Notre Dame St., Pain Court
- Phone: 519-351-3111
- Fax: 519-351-0980
- Hours of Operation: 7:15am to 5:30pm
- Infant – Preschool (Infant to 5 years of age)

Garderie Petit Pas a Division of TTELC @ Ecole St. Francis

- 11 St. Clair St., Tilbury
- 226-626-9127
- Hours of Operation: 6:00am to 6:00pm
- Preschool – School Age (2.5 years of age to 12 years of age)

TTELC @ Tilbury Area Public School

- 5 Mable St., Tilbury
- 226-627-2097
- Hours of Operation: 6:00am to 6:00pm
- Preschool – School Age (2.5 years of age to 12 years of age)

TTELC @ Merlin Area Public School

- 21148 Erie St., Merlin
- 519-689-7027
- Hours of Operation: 6:00am to 6:00pm
- Infant – School Age (Infant to 12 years of age)

Garderie Petit Pas a Division of TTELC @ Ecole Ste. Marie

- 90 Dale Drive, Chatham
- 519-354-5580
- Hours of Operation: 7:00am to 5:30pm
- Preschool – School Age (2.5 years of age to 7 years of age)

Garderie Petit Pas a Division of TTELC @ Ecole Secondaire St. Francis Xavier – Sarnia

- 901 The Rapids Parkway, Sarnia
- 519-542-3406
- Hours of Operation: 6:45am to 5:30pm
- Infant – Preschool (Infant to 5 years of age)

SOCIAL INCLUSION OF LOCAL AND COMMUNITY PARTNERS

TTELC strives to provide the highest standard of childcare services in both English and French. We continue to be committed to finding ways to improve and enhance our services to meet the needs of all families in our community and surrounding area.

All families are treated equally. TTELC has policies set in place which are designed to be followed and adhered to by all our families.

It is important upon enrollment that we identify any additional needs or concerns you may have as a parent regarding your child, as we have the resources to refer families to agencies that can provide support and information. Collaboration with parents, staff and an inclusion support team will help to give the child and family a successful and enjoyable experience while attending our centre.

Once enrolled, social inclusion will allow your child to participate in the same program as all children in attendance. Through provocation of large and small group play, as well as socialization, your child will have the support for their development and all their needs. With our assistance, the child in need of support can be enlisted in the services of supporting agencies through a warm referral with our community partners. In partnership with parents, we will work collectively in finding the appropriate strategies to integrate your child within our program.

It is important for you to know our staff receive orientation upon hire, which includes training on our inclusion policy. We encourage all staff to attend further training opportunities that focus on inclusion. Our staff are required to understand, agree, and support our centres inclusion practices. Employees agree to abide

by the confidentiality agreement as outlined in our policy. Any information regarding the children and their families will at no time be discussed and will be kept in a secure location. Only those involved with the child, ie. Parents, supervisor/ director, TTELC staff and supporting staff from outside agencies will be privy to any information regarding the child. In discussing information with parents, staff, or outside agencies will need to make every effort to discuss information in a private area. Staff shall acknowledge that all information regarding a child and their family is privileged and must be treated as such.

When necessary staff can adapt the environment and routine to meet a child's needs and will prepare a Individual Support Plan (ISP) for that child which will allow staff and parents to be on the same page. Through meetings, updates and visits with our families and community partners we can share relevant information as this is a key component for your child's success.

All children, even those with a disability or extra needs participate in the same programming unless accommodations have been identified.

TTELC values the importance of outside agencies to help meet the needs of our families. We will work together in partnership with outside agencies involved with your child as these resources are a valued asset available to our families.

Resource Guide of Community Partners:

- Children's Treatment Centre
- Chatham-Kent Children's Services
- Building Healthy Babies
- Early On Child and Family Centre
- Health Practitioners/ Health Unit
- Municipality of Chatham-Kent
- The Corporation of the County of Lambton
- School Boards

TERMINATION FROM CHILD CARE:

Families that may be asked to withdraw from our program will be done so in a fair and equitable manner. Our Director and or Supervisors will discuss any issues that may arise with both the Municipality and Community Partners involved with your child. Should we find that special needs resources and other outside agency support have been exhausted, termination will apply. Please note that our policy for termination applies to all families enrolled with TTELC which includes a written notice of withdraw. All documentation of meetings, correspondence, and discussions with special needs support staff as well as the Municipality of Chatham-Kent and Children's Services Director will be kept on file. If feasible, families will be given support and referral to appropriate resources for alternate care.

PROHIBITED PRACTICES:

Tilbury Tots Early Learning Centre will not permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care

- corporal punishment of the child;

- 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 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;
- locking the exits of the child care centre for 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will

PROGRAM STATEMENT IMPLEMENTATION POLICY - (PROHIBITED PRACTICES)

This implementation policy sets our guidelines for staff, students, volunteer's, and other persons to ensure that they have read and understood the Policies and Procedures of Tilbury Tots Early Learning Centre as well as our goals and how they will be implemented and achieved.

This policy outlines how staff practices are monitored and how we ensure compliance to our policies and Program Statement. This Policy also includes the procedure in the event of any infringements to the Program Statement and or use of prohibited practices.

This policy shall;

- Outline how often the Program Statement will be reviewed
- How the staff will implement and achieve goals and approaches in the Program Statement
- Outlines the monitoring process for all staff.
- How Tilbury Tots Early Learning Centre manage the contravention of policies and procedures including prohibited practices.
- Outline prohibited practices as set out in the CCEYA
- Staff expectations in regards to review and understanding of the Program Statement.

Guidelines;

- Staff, students, volunteers, and other persons will review Program Statement goals approaches prior to 1st day of work, annually and as any changes, additions or as needed from time to time.
- Staff to read, sign, and agree with a sign off with the supervisor which will be kept on record for 3 years.
- Staff to review Prohibited Practices
- Observation by supervisor periodically throughout the year to ensure they follow prohibited practices and following Program Statement
- Observations kept for three (3) years
- Procedure for non-compliance to the program statement will be followed whether it was observed or a complaint of service was received.
- Staff, students, volunteers, and other persons will be observed in the classroom and sign off on new and current Policy and Procedures
- Disciplinary procedure for all staff, student, volunteer and or other persons that breach The Tilbury Tots Early Learning Centres policies and program statement. All disciplinary actions will be at the discretion of the employer/Board of Directors, and action for be as follows:
 - Verbal Warning

- Written Warning
- Three (3) Day Suspensions No Pay
- Dismissal

Please Note: Any documentation relating to each staff will be placed in their file and will be kept in confidence at each site.

PROHIBITED BEHAVIOUR MANAGEMENT PRACTICES

Immediate suspension or discharge will result where a staff, student, or volunteer;

1. Willfully places a child in danger.
2. Exercises inappropriate disciplinary measures including but not limited to physical contact, physical deprivation or harsh degrading, verbal treatment.
3. Corporal punishment of a child.
4. Deprivation of a child of basic needs including food, shelter, clothing, and bedding.
5. Unless otherwise approved by a director, lock or permit to be locked for confining a child the exits of the centre.
6. Use a locked or lockable room or structure to confine a child who has been withdrawn from the other children.

PREFERRED PRACTICES

Our discipline procedure is three steps:

1. If a child exhibits an inappropriate action (hitting, pushing, spitting, kicking, etc.) the teacher will explain to the child that this type of behaviour is inappropriate.
2. The teacher will redirect the child to a different play area within the room.
3. If aggressive or inappropriate behaviour continue, the child will sit away from the group to calm down and think about his or her actions with the child returning to programming when he/she is calm. Fairness, firmness, consistency, and flexibility are characteristics of appropriate discipline techniques. Teachers are encouraged to seek assistance whenever necessary.

If behaviours continue and all resources have been exhausted, Tilbury Tots Early Learning Centre has the right to terminate childcare.

HARASSMENT

Tilbury Tots Early Learning Centre will not tolerate any form of violence, harassing or discriminatory behaviour and has a set policy and place to ensure the well-being of all children, staff, volunteers and parents. Intimidation, hostile, degrading, humiliating or verbal abuse will not be tolerated at any of our TTELC locations and will be dealt with following the procedures set forth in the policy. TTELC reserves the right to terminate services of any families who breach this policy as it is a zero tolerance policy.

GENDER EQUALITY POLICY

To ensure that children have an equal opportunity to develop to their fullest potential, we aim to provide all children with a wide range of experiences within the child care environment. We encourage both boys and girls to be assertive and gentle, caring and physically strong, active, and contemplative, creative and logical. We help both boys and girls develop, accept, and express a full range of emotions and behaviours. Our inclusive program seeks to avoid discrimination based on gender.

SOCIAL INCLUSION AND RESPECT FOR DIVERSITY

Social inclusion and respect for diversity follow naturally from a respect for rights. All children, regardless of gender, race, religion or their abilities have the same right to be free from discrimination, and participate in the same child care programming that is available to all children.

RESPECTING DIVERSITY

TTELC aims to respect diversity by being sensitive to the unique qualities of each child and family in our program. Within our curriculum, we respect the diversity of our families and strive to incorporate this in our programming.

We encourage our families to share with us any cultural practices, curriculum ideas or activities that could help us further support the unique culture of your child and family.

EMPLOYMENT REQUIREMENTS (VOLUNTEERS/STUDENTS/OTHER PERSONS)

Employees of Tilbury Tots Early Learning Centre with their Early Childhood Education Diploma are registered with the Ontario College of ECE. Employees of Tilbury Tots Early Learning Centre are trained in First Aid and CPR and are required to participate in professional development mandated by the College of ECE's. Consistent with the Ministry requirements, all employees must provide Tilbury Tots Early Learning Centre with a clear Vulnerable Sector Check.

Tilbury Tots Early Learning Centre will accept students and volunteers seeking work experience from time to time. Students and volunteers are required to submit all necessary documents prior to their start or volunteer date.

Tilbury Tots Early Learning Centre will ensure that volunteers and students will be supervised always by a RECE or an approved mentor teacher in the program room that they will be assigned to. At **no** time will volunteers and students be left alone with the children.

Students and volunteers will **not** be counted in the staffing ratios.

Staff, students, volunteers, and other persons attending Tilbury Tots Early Learning Centre will read, be trained on, and sign off our Policy & Procedure Manual. Our Policy & Procedure Manual will be reviewed annually or as required.

New staff, students, volunteers, and other persons are given the opportunity to learn through experience. It allows them to apply techniques and principles for guiding and nurturing young children.

Staff, students, volunteers, and other persons will be required to be punctual, dress appropriately and expected to follow the guidelines and policies of Tilbury Tots Early Learning Centre.

All staff, students, volunteers, and other persons will comply with our confidentiality policy and will not disclose any information about a child or family in our program publicly.

Tilbury Tots Early Learning Centre is open Monday to Friday with the exceptions of the following statutory holidays:

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

TILBURY TOTS EMERGENCY CLOSURE PROTOCOL

On certain occasion, it may be necessary to close TTELC due to inclement weather conditions or emergency situations such as a power failure or flood. For your convenience, we attempt to make closure decisions as early as possible in the morning. To find out if TTELC is closed on particular day, please check our Facebook page, and listen to 94.3 CKSY (Chatham-Kent/Lakeshore) or 103.9 (Lambton) for closure.

CHILD GUIDANCE POLICY

Child behavioural guidance is an important part of your child's learning experience and should be understood from that perspective. A key goal of TTELC is to help your child develop feelings of adequacy and self-esteem, as well as the confidence to try new experiences. We establish warm supportive relationships through daily attention to and recognition of each child's positive interactions and serves as an example for your child to follow.

Staff play a major role by ensuring that your child feels secured and cared for. The use of positive language, expressions of concern for your child as an individual and timely guidance when behaviour is inappropriate, foster trust and contribute to the development of a positive learning environment.

Rules and expectations are clearly outlined and appropriate to each child's developmental stage so that children can understand and internalize the underlying reasons for specific requests. Through positive behaviour guidance children learn the rules of the environment, and more importantly they learn and develop self-regulation. Children are encouraged to show respect for themselves, other children, staff, toys and equipment, and the belongings or property of others.

Following any behaviour guidance interaction with your child, staff will initiate a positive interaction with your child.

TTELC Staff help children take responsibility for their own behaviour by using the following approaches:

- Providing an interesting and appropriate program that challenges children without frustrating or overwhelming them. We recognize that children who are bored, over-stimulated or tired are more likely to resort to inappropriate behaviour.
- Praising and encouraging children by building on their accomplishments and strengths.
- Providing timely guidance by assisting children before a problem occurs, redirecting behaviour, diverting attention, and providing both verbal and physical assistance, as well as alternative opportunities and activities.
- Helping children to learn to deal with anger and other strong feelings by talking about them and learning to find appropriate outlets for expression.

Please discuss these techniques or any questions you have with our Staff. Consistency with young children is very important. Child guidance is most effective when the approaches used at home and at TTELC are consistent.

Tilbury Tots Early Learning Centre will expect all staff/students and volunteers to abide by all our Prohibited Practice Guidelines as stated in the CCEYA.

IMMUNIZATION POLICY

Upon registration parents must submit their child immunization record as required under the CCEYA and defined by the Public Health Unit.

Medical, Immunizations, Registration and Consent Forms must be returned and completed to Tilbury Tots Early Learning Centre prior to your child's first day. Incomplete forms will delay your child's start date.

NEW IMMUNIZATION EXEMPTION FORMS FOR NEWLY ENROLLED CHILDREN (SECTION 57) (2&3) RESPECTIVELY

Tilbury Tots Early Learning Centre shall comply with the new immunization regulation set out by Phase 2 of the CCEYA. Any objections or exemptions obtained as of August 29, 2016, or after must be completed on the Ministry Approved Form and retained in the child's files. The Statement of Conscience or Religious Belief forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. Must be notarized). A Statement of Medical Exemption Form for medical exemption to immunization must be completed by a doctor or nurse practitioner. Written objections to immunization that have been obtained by Tilbury Tots Early Learning Centre prior to August 29, 2016 will be considered compliant, and must be replaced by an approved objection/exemption that was on file prior to August 29, 2016 if missing will be replaced with one of the new Ministry-Approved Forms.

WAIVER FOR IMMUNIZATION

Immunizations must be up to date before admission to TTELC, except when a parent signs a Waiver for Immunization. A Waiver for Immunization grants exemption from immunizations for religious, medical, or personal reasons. All exemptions and any changes to a child's immunization schedule must be documented.

CONSEQUENCES OF EXEMPTIONS

If an incidence of a vaccine-preventable disease to which children are susceptible occurs at TTELC, or to a member of the immediate household a child enrolled at TTELC, all children who lacks immunization to that disease will be excluded from care for the duration of possible exposure as determined by the Public Health Unit; or until age-appropriate immunizations have been completed.

Exclusion of an unimmunized child in such circumstances protects the health of that child.

ADMISSIONS

CHILDREN'S PROGRAMS

TTELC has a strong commitment to provide a progressive and consistent high-quality child care and education program, where the needs of both the children and the families are met. Learning experiences to enhance children's social, physical, emotional, and intellectual development are provided daily. We encourage children to embrace the richness and diversity of our society in an environment where all children feel valued and respected for who they are. We strongly encourage children to respect those around them and develop a sense of social and moral responsibility within our community.

TTELC offers distinct programs in both French and English based upon the age of the enrolled children. Each program area is further divided into classrooms identified by distinctive names:

- Infant program area – Under 18 months
- Toddler program area – 18 months to 30 months
- Preschool program area – 30 months to 6 years of age
- School Age/Extended Day/Before and After School program – 5 years to up to 12 years **depending** on location and licensee.

Children who have turned 12 years of age during the current school year will be permitted to stay until the end of the school year (June).

WAITLIST / ADMISSION POLICY

To find programs, services and information please visit www.ckbeststart.com or phone 1-866-720-7975 to talk to someone that can provide further information. Families can register online for child care and additional services and or supports at www.chatham-kentchildcare.ca. For our Sarnia families they can go on the registry at www.lambtononehsn.com or call 1-888-722-1540.

Tilbury Tots Early Learning Centre has established and maintains a waitlist policy through the Municipalities of Chatham-Kent and Lambton. TTELC administration monitor the waitlist for each of our locations.

Families will be contacted once a space becomes available. Parents that accept a space at a TTELC location can have their child removed from the Municipality waitlist or can remain on the waitlist if they wish to wait for another spot at another location to become available.

Full time care takes precedent, unless part time schedules can be matched with another family. A Shared Space Agreement will be required to be signed and will be included in your Admission package. We take into consideration when placing children, the age of the child and when they will be moving to the next room as well as our availability when enrolling new families.

Should you need to know where your child or children are on the waitlist TTELC administration can assist and advise you of this information. Staff members and families with children currently enrolled in our program will take precedence on the waitlist registry.

All information will be kept in strict confidence and only be used in contacting families in need of care.

Upon acceptance, the TTELC Supervisor or designate will arrange an intake meeting with you. During this meeting, you will become familiar with TTELC policies, complete the required enrolment forms, given a site tour and have any questions or concerns addressed you may have.

INFANT ENROLLMENT

A minimum of 4 days per week is required to attend the infant room

Orientation Visit Schedule:

- Upon Infant enrollment, the child and parent schedule a minimum of one (1) hour visit.
- A second infant visit is scheduled for a minimum of 2 hours so that the infant may familiarize themselves with their surroundings.
- A third visit is scheduled for up to 6 hours so that the staff may familiarize themselves with the infant schedule.

All parents that have a child starting in our Infant Room will complete an “Infant Personal Schedule” for the staff to ensure that the transition from home to care is accomplished with as little disruption to the infant’s schedule as possible.

PRESCHOOL ENROLLMENT (ELP PROGRAM)

All preschool children thirty (30) months and up will be given an Ages and Stages Questionnaire to be filled out by the parent and returned to Tilbury Tots Early Learning Centre. The Ages and Stages Questionnaire for the Preschool Early Learning Program will be done upon enrollment and in June, as it is a mandatory guideline from the Municipality for the ELP parent to receive the ELP credit.

RECEIVING A CHILD CARE SPACE

When a child care space becomes available a family will receive a call notifying them that a space is available. The family has 48 hours to respond by phone or email, to the notification that a vacant space is available. Failure to respond in 48 hours will result in the next family on the waitlist being offered the space and the application will be archived. If the family responds that they want the space they will have to accept the space as of the date of availability. If the family is unable to commit to the space on the date of availability they will be returned to the waitlist.

REGISTRATION FEE

Upon registration, a non-refundable registration fee of \$35.00 is required to reserve your child's space. This will be payable upon enrollment.

RATES

Sarnia Rates

Effective Monday July 1, 2019

Please note that Childcare rates are subject to change with a one (1) month notice

Age Group	Full Day- Up to 9.5 Hours	Hourly
Infants Birth- 18 months (Minimum 4 days p/wk.)	Up to 9.5 hours \$46.85	After 9.5 hours \$7.50 per hour
Toddler (18 months- 2.5 years)	Up to 9.5 hours \$44.80	After 9.5 hours \$7.50 per hour
Preschool (2.5 years-5 years)	Up to 9.5 hours \$39.65	After 9.5 hours \$7.50 per hour

Late Charge - Pick up after 5:30 PM	\$10.00 Per Child (for every 10 Minutes- paid directly to staff)
Registration Fee	\$35.00 Per Family Non-refundable
N.S.F. Payment	\$32.00 Charge

INFANT Tour Visit	1 Hour Free with Parent/Guardian
INFANT 1st Registration Trial Visit	2 Hours Free with No Parent/Guardian
INFANT 2nd Registration Trial Visit	6 Hours Free with No Parent/ Guardian

Chatham-Kent Rates

Effective September 3, 2019

Please note that Childcare rates are subject to change with a one (1) month notice

Age Group	Half Day Up to 4.5 hrs.	Full Day Up to 9.5 hrs.	Hourly
Infants Birth- 18 months (Minimum 4 days p/wk.)		Up to 9.5 hours \$43.00	After 9.5 hours \$7.65 per hour
Toddler (18 months- 2.5 years)	Up to 4.5 hours \$28.50	Up to 9.5 hours \$37.50	After 9.5 hours \$7.65 per hour
Preschool (2.5 years-5 years)	Up to 4.5 hours \$27.50	Up to 9.5 hours \$37.00	After 9.5 hours \$7.65 per hour
Preschool ELP 9:00 to 11:30 am FREE (2.5 yrs- 5yrs) (September to June) Excludes Christmas Break & March Break)	Up to 4.5 hours \$10.50	Up to 9.5 hours \$20.00	Late pick up after 2.5 hours \$10.50 rate will apply
JK/SK & School Age (4 years -12 Years)	Up to 4.5 hours \$25.75	Up to 9.5 hours \$35.00	After 9.5 hours \$7.65 per hour
Before & After School (4 years – 12 Years)			\$7.65
Before & After School (4 years – 12 Years)	One Session Before OR After School		\$13.80
Before & After School (4 years- 12 years)	Two Sessions Before AND After School (used on the same day)		\$18.05

Late Charge- Pick up after 6:00 PM	\$10.00 Per Child (for every 10 Minutes- Paid directly to staff)
Registration Fee	\$35.00 Per Family Non- Refundable
N.S.F Charges	\$32.00 Charge

INFANT Tour Visit	1 Hour Free with Parent/Guardian
INFANT 1st Registration Trial Visit	2 Hours Free with No Parent/Guardian
INFANT 2nd Registration Trial Visit	6 Hours Free with No Parent/ Guardian

Special Notes**

- ELP Credit is determined yearly by the Municipality of Chatham-Kent and is only available through the school year- September to June
- ELP Credit is not paid by the Chatham-Kent Municipality through Christmas Break and March Break
- Preference is given to children registered as full time
- For part-time and flex care clients TTLEC will attempt to accommodate schedules by sharing spaces

- **TTELC will inform part-time and flex clients if there is the need to request a change in schedule to accommodate as many part-time families as possible.**

MOVING PROGRAM AREAS

- As children mature, they move to the next program area. The decision to move the child from one program to another depends on many factors. Generally, the Supervisor begins the moving process by looking at the age of the child and the child's current attendance schedule.
- Usually the oldest children enrolled in the program are the first to move into the next program area (Infant program area to the Toddler program area). Moves occur, however, only after considering a child's developmental readiness for a move and discussing the potential move with the parents.
- TTELC strives to give parents as much prior notice as possible in planning for a move. Every effort is made to work with you to help your child make a smooth, successful transition.

SUBSIDY AGREEMENT

For families that require subsidy please contact 1.866.720.7975 to inquire if you are illegible for subsidy.

For families receiving Child Care Subsidy from their Municipality it is intended to be while you are at school or work. Should you falsify your child's attendance and you are not at work or school this will be reported to your Municipality Case Worker and TTELC will bill you your full rate. It is the parent's responsibility to inform their Subsidy Case Worker immediately for any change of employment, living arrangement, and school or work schedule.

BILLING

You are invoiced for the dates and hours that are indicated on your booking calendar and/or your shared space contract.

SICK LEAVE/ABSENCE/VACATION DAYS

Three weeks per calendar year (Jan.-Dec) will not be charged to parents for vacation time, anything over three weeks will be billed according to your shared space contract. Parents that begin in July (July-December) will be entitled to one week vacation. Vacation times must be taken in one week blocks.

No sick days will be given. As a courtesy, if your child will be late, sick or absent for the day, please call your centre by 9:30am. If your child has yet to arrive by 9:30am, a TTELC staff will call to ensure your child is attending. Should you be laid off from your work, please inform the Supervisor/staff immediately.

PAYMENTS

Tilbury Tots Early Learning Centre reserves the right to request funding prior to childcare services being rendered.

All childcare accounts are required to be paid in FULL weekly or bi-weekly, if paying monthly it must be paid by the 15th of the current month. All accounts, regardless of the payment option, are required to be PAID IN FULL by the end of the current month. **Non-payment will result in childcare services to be suspended until full payment is received.** Full payment is required regardless of days missed due to illness, this policy applies to all children whether they are attending full time or part time.

If you are overdue on your payments you will receive one written notice, if we do not hear from you within 24 hours from the notice given your child/children will be unable to attend until payment is received in full. Any family having difficulty meeting the payment deadline should approach the Financial Administrator in advance, to arrange other payment terms.

Current payment methods include cheque, cash, e-transfer and debit (at main site location-St. Joseph School ONLY). Post-dated cheques are encouraged and can be left at the main office. Please make cheques payable to TTELC.

PAYMENT OPTIONS

Example: If your monthly invoice is \$400.00 for the month, here are the payment options:

- Weekly - \$100.00
- Bi-weekly - \$200.00
- Monthly - \$400.00 must be paid by the 15th of the current month

NSF CHEQUES

If a cheque cannot be cashed due to non-sufficient funds there will be a \$32.00 charge. Any family consistently failing to make monthly payments will be asked to withdraw their child from TTELC. Parents who have repeatedly submitted cheques that cannot be cashed due to non-sufficient funds and will be required to make payments either by cash, e-transfer or debit located at our main site.

CHILD CARE FEE SCHEDULE

Fees vary according to the program in which your child is enrolled and are highest for the youngest children. Fees are subject to review on a yearly basis and can be increased with one month notice to families. TTELC increases fees as it is necessary to maintain financial viability. Each week you will receive an email invoice for your child's fees. Parents can request a hard copy of the invoice which will be placed in the child's classroom for pick up.

TAX RECEIPTS

Tax receipts will be distributed in January for the previous year for income tax purposes. Families will be required to sign off once parent have accepted their tax receipts. A \$20.00 service charge will be billed to families requesting another copy of receipts. Your account must be paid in full prior to receiving your tax receipts.

LATE PICK UP CHARGE

Failure to exit the Tilbury Tots Early Learning Centre at the site specific closure time will result in a late pick up charge of \$10.00 per child / per ten (10) minutes. This late charge is paid directly to the TTELC staff. Any family with a record of being late three (3) or more times may be required to withdraw their child and or children from our program.

KEEPING INFORMATION CURRENT

For our staff to provide appropriate care and to be able to reach you in the event of illness or emergency, it is imperative that your contact information be kept up-to-date.

- Please ensure that you update your information to the office as often as is necessary.
- If you know that you will be out of town on a day and not at your regular contact number(s), please let your child's teacher know how you can be reached.

BOOKING YOUR CHILD

- **Set Schedule Families** will be scheduled according to your Shared Space Contract. Please do not deviate from your set schedule. Authorization and confirmation will be required.
- Weekly or Monthly Booking Calendars are mandatory for families with a **Sporadic or Varied Schedule**, whether attending or not attending.
- You can submit your child's weekly/monthly calendar online 24/7 at www.tilburytots.com. Please submit your calendars on our website.
- All child care hours and changes must be submitted to Tilbury Tots Early Learning Centre no later than **NOON WEDNESDAY** for the following week.
- It is the parent's responsibility to submit their calendar by Wednesday at Noon, as many of our sites run at capacity and could affect your child care space.
- When submitting your calendar, we strongly suggest you request that you would like to receive a confirmation e-mail of calendar submitted.

LATE CALENDAR SUBMISSION

Booking your Child AFTER Noon on Wednesday for the following week

- Requests made after Wednesday at Noon will be granted if the request does not require an adjustment to staffing schedules, as the staff schedules will be completed.
- To ensure your child/children will be able to attend the hours requested on your late calendar you will be required to call the main site at 519-682-0804

DAILY ATTENDANCE

Unless we hear from you, we assume that your child will be present for all days of scheduled attendance. The number of children present affects our staffing levels and it is important that we know how many children to expect on a given day.

Please call us in the morning, by 9:30am, if your child will be late or absent for the day. If you know that your child will be away for a day of having fun with you, with grandparents or at another event, please let us know in advance.

To protect the health of all children, if your child will be absent due to illness, it is imperative that you call us in the morning and provide us with the following information: the name of your child, your child's program area and your child's symptoms. If your child is being taken to a doctor, please advise us of the diagnosis. We regularly monitor the health of all children.

ARRIVAL AND DEPARTURE/SIGN-IN AND SIGN-OUT

To ensure the safety of the children, we ask that during pick up and drop off times, parents keep their children within their sight at all times. It is required that the parent walk their child/children to their classroom. When parents are entering or exiting the building and classrooms, please ensure that you allow only your child through the doors, please ensure that no other children exit.

All children must be left with a staff member before you depart in the morning. At pick-up time, it is imperative that you let the staff know when you are leaving with your child. Staff will ensure to sign your child in and out every day using the sign in/sign out binder located in your child's classroom.

Your child will only be released to those individuals listed on your Child's Emergency Form, this form can be updated at any time in the office.

Those who attend our afterschool program please ensure that it is written in your child school agenda whether you child will be attending daycare or taking the bus home this is to ensure your child's safety and are where they are supposed to be after school.

ENSURE THE SAFETY OF ALL CHILDREN

If you have not been able to update this form due to last minute changes in your schedule, please telephone TTELC and speak with the office to authorize the release of your child to an individual not on your Child's Emergency Form.

If a staff member is not familiar with an individual sent to pick up your child, the staff will require the individual picking up your child to present photo identification before the child will be released. We will not release a child from our child care centres to anyone under the age of 18 years.

According to the law, both parents have equal access to their child and to any information we have about their child. Staff can only deny access to a parent when there is a written court order that specifies restricted access. Please provide us with a copy for our files of any legal document that restricts access to your child. Your cooperation in this matter is essential.

WITHDRAWAL

TTELC services can be withdrawn for failure by the child's parents to comply with TTELC Policies and Procedures including but not limited to:

- Repeated late pick up of the child
- Failure to pay child care fees
- Uncontrollable behaviour situations

If your child/children has not attended the program for 2 weeks TTELC will contact the family to determine if care is still required, if care is no longer required TTELC will proceed with your two week payable withdrawal notice. If we are unable to reach you, your child will be removed from our program.

Two weeks written notice for withdrawal of service is required prior to the ending date of the child's attendance. If sufficient notice is not given, payment for the corresponding period is required. However, TTELC reserves the right to terminate its services immediately if, in TTELC sole discretion, the circumstances warrant such action.

POLICIES PROMOTING CHILDREN'S HEALTH

Prior to your child's admission to TTELC, you must ensure that the Developmental History Form and the Medical Forms are completed.

MEDICAL FORM

To ensure the health and safety of your child, it is essential that TTELC has up to date medical information about your child on file and readily available in case of emergency, including information about immunizations.

Before your child's orientation to TTELC begins, you must submit an Immunization Data with a Personal Immunization Record attached.

High Risk and Medical Concern Policy – Individualized Plan for a Child with Medical Needs

Upon intake, when a child is at risk for or has known medical concerns such as Anaphylaxis, Febrile Seizures, Seizures, Epilepsy, or another condition that may need medical attention, the parent must establish an individual treatment protocol with TTELC. This protocol is reviewed annually with the family. Parents must also advise TTELC when there are changes to their child's treatment protocol. TTELC cannot assume responsibility for treatment in the absence of such a protocol. This treatment protocol is outlined on an Individual Plan for a Child with Medical Needs that parents are required to complete upon identification of the child's condition. A photograph and treatment plan will be readily available for staff, students, volunteers, and other persons in the child's classroom.

MEDICAL EMERGENCY PROCEDURE

If your child requires emergency medical attention because of an allergic reaction, accident, or seizure:

- All staff is trained to follow the Medical Emergency Procedure. You will be notified immediately.
- If emergency personnel decide that transfer to the nearest hospital is required by ambulance, a staff member will accompany your child in the ambulance and your child's file will go with them and you will be notified to go to the hospital.
- The accompanying staff will stay with your child until you arrive, no matter how long it takes
- Any costs resulting from the transporting of a child by ambulance, are the responsibility of the parents

ANAPHYLAXIS POLICY

If an individual is identified as at risk, has an Epi-Pen® that has been prescribed by their physician, has an Individual Anaphylaxis Plan established, and begins to exhibit symptoms, the treatment protocol that has been outlined will be followed.

TO ATTEND TTELC

For a child who has been identified at risk for Anaphylaxis to attend TTELC the Anaphylaxis Policy checklist, all documents specified in the checklist and an up to date Epi-Pen® are required. If a child develops a new anaphylaxis trigger we must complete this procedure again.

EPI-PEN® LOCATION

Each room will have a specific location that is posted for the Epi-Pen®.

RESPONSIBILITY FOR THE EPI-PEN®

Responsibility for the Epi-Pen®, rests with the staff member with the responsibility for the care of the child. The Epi-Pen® must be in the same location as the child at all times. Parent's to ensure the Epi-pen does not go over the expiry date; it is the parent's responsibility to bring in the new Epi-pen prior to expiry date.

SPECIFIC SYMPTOMS: WHAT TO LOOK FOR

Follow each child's Individual Anaphylaxis Plan

ILLNESS AND DAILY HEALTH CHECK POLICY

TTELC supports and promotes the physical, social, and emotional well-being of children and all staff. We strive to meet and, where possible, exceed licensing requirements under the CCEYA as well as the requirements of Public Health.

TTELC views health as more than an absence of disease and regards prevention as a primary responsibility. To provide quality care and prevent the spread of illness throughout the centre, at all times we observe the health and sanitary practices established by our local Public Health Unit.

Health care practices in a child care setting cannot always be precise or followed rigidly. Due to the nature of many illnesses of young children, as well as variations among individual children, health practices are as flexible as possible. Management of illness, therefore, rests on an overall understanding of a specific child's needs, health history and other characteristics.

In the event of illness, all measures are taken to comfort and provide relief to sick children or staff members and their families, and to protect others from contagion. Such protection measures include exclusion from TTELC illnesses from identified communicable diseases or conditions of ill health pose a risk to others.

Under the CCEYA, staff must check the health of your child every day on arrival. This check is carried out very informally in your presence, by the "greeting staff". This is a critical time for you to share information about your child's health that day. It is also an opportunity to discuss the best ways of meeting TTELC health requirements, as well as those of you and your child.

By examining the health of children at the beginning of the day, it is often possible to identify specific signs and symptoms of illness in time to prevent the spread of infection. Our staff is not expected to be able to diagnose illness, but to be sensitive to your child's condition. On occasion, our health check may lead to a decision that your child is not well enough to participate in program activities. In case of disagreement, the TTELC Supervisor will make the final decision.

IF YOUR CHILD BECOMES ILL DURING THE DAY

If your child becomes ill during the day, your child will be made comfortable under the supervision of the staff. If symptoms suggest a contagious illness or your child seems too ill to participate in regular programming, all observed symptoms and other relevant information will be recorded and your child's condition will be reported to the TTELC Supervisor immediately. You or your child's emergency contact will also be informed immediately and a decision will be made during that discussion as to whether your child can remain at TTELC and for how long. If your child suddenly becomes seriously ill and requires immediate medical attention, we will follow the Medical Emergency Procedure.

The most common symptoms of illness we see are fever, vomiting and diarrhea. If these symptoms occur, the following policies are implemented.

POLICY – EXCLUDING SICK CHILDREN FROM TTELC

If your child is ill with an identified communicable disease, or is experiencing conditions of ill health that are identified as posing a risk to others in the program, your child will be excluded from attendance. To minimize contagion, illnesses that may pose a risk to others must be diagnosed by your child's physician. Your child should be absent until the contagion is over as described by your physician or according to policies established by the Public Health Unit. TTELC must report any communicable disease to the Public Health Unit and the information they provide will be posted.

When your child is ill, please notify TTELC immediately and provide details of the nature of your child's illness and the expected time of absence.

POLICY – CHILDREN RETURN TO TTELC

When your child has been excluded from care your responsibility to ensure that a physician examines your child and that appropriate measures are taken. We ask that you ensure that your child returns to TTELC only when the child is feeling better and all the requirements of TTELC and the Public Health Unit have been met.

FEVER POLICY

A normal body temperature is around 37C or 98.6F and a fever is defined as a body temperature of 37.7C or 100F or higher.

At TTELC, a child's temperature is taken under the child's arm. If your child registers a temperature, the procedure will be repeated in 15 minutes or sooner if the staff member suspects that your child's temperature is rising quickly. If your child develops a fever and it reads 38.3C or 101F or lower, with NO other symptoms, we will call you to alert you that your child is running a fever. We will continue to monitor your child's condition and if the fever continues to increase you will be called again and to come immediately.

If your child has a fever of 37.7C or 100F or lower, WITH symptoms and seems too ill to participate in regular programming, or if your child has a fever of 38.3C or 101F or higher the child's symptoms will be recorded and you will be contacted to take your child home. We will continue to monitor your child until you arrive.

If your child has a fever before coming to TTELC, we ask that you keep your child at home where a higher level of individual care is available. Please do NOT try to reduce your child's fever with medication before coming to TTELC. If your child leaves TTELC with a fever, please keep your child at home until your child has been fever free without medication for a full 24 hours.

All medications are placed in locked containers either in the classrooms or in the fridge located in the staff room or infant room.

Non-prescription medication must be provided in the original container it will only be administered when parents fill out proper paperwork located in the registration form. This may include diaper cream, Vaseline, lip balm, body lotion, sunscreen, and insect repellent.

VOMITING POLICY

Due to the concerns of contamination, if your child vomits with no reasonable explanation, we will call you to pick up your child. When your child has vomited, please keep your child out of TTELC for 24 hours following the last episode of vomiting.

DIARRHEA POLICY

Diarrhea is any change from your child's normal solid or semi-solid stool to a liquid or semi-liquid state. Diarrhea stools tend to be more frequent than your child's usual bowel habits and your child may lose bowel control.

Your child may remain in the program if there is only one episode of diarrhea that has not contaminated the environment, and there are no other signs of the illness. If there are 3 bouts of diarrhea, or the first bout contaminated the environment, your child will be made comfortable and we will contact you and ask you to take your child home.

Please keep your child out of TTELC for 24 hours following the last bout of diarrhea.

OUTBREAK POLICY FOR DIARRHEA AND/OR VOMITING

When there are two or more cases above TTELC normal baseline, within a 24-hour period, the Public Health Unit may put TTELC into what is called "Outbreak Status". This status indicates that there are higher than usual numbers of children with diarrhea and/or vomiting.

Alternatively, without your permission the staff will encourage you to follow the procedure provided in the Enteric Outbreak Kit and collect your child's stool sample to submit to the local Public Health Unit.

RASH

If your child has an unexplained rash or bumps, staff will call you to inform you ask you to come get your child.

Your child may return to TTELC if a doctor determines that the rash is not contagious. Please be aware that a Doctors note could be requested to confirm the diagnosis.

INFECTION

If your child has signs of redness, discharge or swelling of eyes, nose, or skin you must take your child home.

Your child may return with a Doctor's note stating the cause of infection, if the infection is contagious, the time the contagion is complete and that it is okay to return to TTELC.

OTHER ILLNESSES

A comprehensive list of illnesses and recommendations from the local Public Health Unit is available on the Public Health website. This resource can be particularly helpful if your child has been ill on the weekend or during the night and you are trying to make the decision about whether to bring your child to TTELC. You may also call TTELC at any time during working hours to obtain information pertaining to your child's illness.

HEAD LICE POLICY

1. If staff is aware that head lice is present at the centre, they take special care to check with parents and observe children carefully during the daily health check.
2. Whenever head lice are suspected, staff will:
 - Take the child to a quiet area away from the other children and, using gloves, examine the child's scalp carefully.
 - Look for distinctive, greyish white eggs (nits) that stick to the hair shaft
3. If evidence of head lice is found, at the end of the day, you will be asked to treat the child before the child returns to TTELC
4. Information is available at the office.
5. After the child is treated for head lice and when all nits have been removed, the child may return to the centre.
6. When a child returns to TTELC after an episode of head lice, staff will check to ensure that all nits have been removed.

CONCUSSION POLICY

Each school board has created their own concussion policy as they recognize concussions are a serious injury which requires appropriate follow up measures to reduce risk of injury.

For more information, please visit your child's school board website

MEDICATION

TTELC will not administer prescription medication to children who attend our before and/or after School Programs. If they are in our program during March Break or during the Summer programming full day attendance, we can administer prescription medication.

Prescription medication can be administered to children at TTELC with the proper authorized Medication Form that MUST be completed when medication is brought into the Centre.

Medication is administered according to the written procedures in accordance with licensing requirements under the CCEYA. If staff observes that a child is displaying any side effects listed on the medication or showing other signs of adverse reaction after receiving medication, the Supervisor will be notified and parents will be called immediately.

Staff will administer medicine prescribed by a physician only when it is provided in the original container and labelled with the child's full name, name of medicine, name of the prescribing physician, dose, time of administration, special storage instruction, start date and where appropriate the end date and expiry date if applicable. Medication that has expired will not be administered and will be sent home with the parent. TTELC will not administer a dosage higher or more frequent than the dosage recommended by the physician.

Non-prescription medication must be provided in the original container it will only be administered when parents fill out proper paperwork located in the registration form. This may include diaper cream, Vaseline, lip balm, body lotion, sunscreen, and insect repellent.

FOR THE HEALTH AND SAFETY OF OTHERS

NUT AWARENESS POLICY

TTELC is a nut awareness program. Peanut butter, peanuts, other nuts, and any products containing nuts are not allowed in the TTELC program at any time, as children with potentially life-threatening allergies do attend our programs.

Also, please do not feed your child nuts or nut products before you bring your child to TTELC. The chemical elements of a peanut or peanut product may remain on your child's breath and hands, and can cause an anaphylactic allergic reaction in someone who is highly reactive.

Please do not bring nuts, nut products, nut milks or creams containing nut products into TTELC, we greatly appreciate your cooperation in this matter.

SCENT FREE POLICY

For the general population, exposure to scent is not typically problematic. However, on occasion, perfumes and other scented products present indoor air quality concerns that affect individuals and may present a health hazard. For adults or children with pre-existing conditions, such as chemical sensitivities, asthma or allergies, exposure to some odours can cause a range of health effects.

In respect and consideration of others, please refrain from wearing any perfumed products in TTELC. Such products include scented hairspray, soaps, scented fabric softener and laundry detergent, cologne, perfume, or scented sunscreen. TTELC appreciates everyone's understanding.

POLICIES RELATED TO CHILDREN'S ROUTINES

Your child should arrive to TTELC dressed to play. Please ensure that your child is dressed in comfortable, casual, everyday clothing so that they may be able to enjoy their day to the fullest.

DAILY SCHEDULE

- Each room follows their own daily schedule. This schedule can accommodate children who attend on a full-time or part-time basis.
- Your child's day includes a variety of activities, including outdoor play, snacks, lunch, and toileting.

REST TIME

- It is a requirement that all children attending a licensed child care facility in Ontario have a minimum of one-hour rest period each day. Children need this quiet time so that they can have a break from the excitement and stimulation of regular program activities. Depending on their age, children may sleep for a regular period of time every day or, if they are older, may just rest quietly on their sleep cot. A child who is unable to sleep may engage in quiet activities for the entire rest period. As much as possible, children who rest are separated from those who sleep, so that they do not disturb one another.
- Please let us know if you have any questions related to your child's sleep patterns.

OUTDOOR PLAY TIME

- Under the CCEYA, all children infant to preschool are required to participate in outdoor play for a minimum of two hours per day, one hour in the morning and one hour in the afternoon, weather permitting. Children attending school are required to participate 30 minutes per day weather permitting. If your child is attending a PA Day they are required to participate a minimum of 2 hours weather permitting. Since we do not have additional staff to supervise children indoors, all children in attendance must be well enough to engage in outdoor play.
- Please ensure that your child is dressed appropriately for the season, for example, with snow gear in the winter, sunscreen in the summer and splash pants in the spring and fall.

HAND WASHING POLICY

Research has demonstrated that frequent hand washing is one of the best ways to reduce the risk of infection. Hand washing is an integral part of all activities at TTELC for children and staff. Children wash their hands at the following times:

- Upon arrival

OUTDOOR ENVIRONMENT POLICY

Children play outside daily at TTELC, except on days when weather restrictions apply. Regularly through the day, when weather seems problematic, the staff will check the temperature and forecast provided by the local weather station.

It is the policy of TTELC to restrict outdoor activity because of:

- Temperature – children cannot be outside when the temperature is -10C to -15C or lower with the wind chill or +34C or higher with the humidex; or as demonstrated by the outdoor thermometer.
- Extreme Conditions – at the discretion of the Supervisor, children remain indoors during extreme weather conditions such as wind, rain, snow, or blizzard.

PLAYGROUND INSPECTIONS AND SAFE PLAY GUIDELINES

- Daily inspections are completed by the designated staff in each program area before the playground is opened to the children. Daily inspection reports are kept on file for review. The Supervisor or designated staff will complete monthly and seasonal maintenance inspections. Annual maintenance inspections are carried out by a Certified Playground Inspector.

INDOOR PLAY

- All playrooms are checked daily to ensure that toys and equipment are safe for the children. The playrooms are set up to ensure freedom of movement and safety. Sleep cots and cribs are set up according to safe practices required under the CCEYA.
- Toys are disinfected and/or placed in the dishwasher at different times in each program area. In Infants and Toddlers, we check the size of toys and detachable pieces to make sure that none can be swallowed or stuck in the eyes, ears, or nose.

DIAPERING AND TOILET TRAINING

While your child is in diapers we ask that you supply your child's diapers, wipes, and any appropriate skin cream. The staff will let you know when your child's supplies are getting low. When it is evident that your child is entering the stage of development to be ready for toilet training, your child's teacher will discuss with you how we can carry out the training together. It is less confusing for the child if expectations at home and at child care are similar. Since toilet training is unique for each child, we do not have a standard plan for assisting children. An individual plan is developed with input from the child, the parent, and the staff. If a child is ready to go to another program area, there is no requirement that the child be toilet trained before moving to a new program, however, parents with children who wear cloth diapers will be asked to switch over to disposable diapers for the Pre-School room.

DAILY CLASSROOM DOCUMENTATION

In compliance with requirements under The Child Care Early Years Act, staff will post documentation to HiMama to showcase the learning that goes on throughout the day. Having this open communication allows you to extend your child's learning beyond TTELC.

ACCIDENT REPORTS

An accident report is completed by TTELC staff when a child is injured. The accident report will state what happened, the injury, treatment and follow up. The accident report will be signed by the TTELC staff and parent or guardian. The parent or guardian will receive a copy of the accident report and a copy will be kept in the child's file.

INCIDENT REPORTS

There are 4 steps to the Incident Report, each step will be documented, discussed with parent or guardian. The parent or guardian will receive a copy of each incident report as they are recorded and a copy of each report will be kept in the child's file.

- Individual Incident Report – Describes the Incident
- Individual Support Plan – Ongoing same Incident
- Further Action Required - meet with parent
 - Behaviour Management Contract – come to an agreement with time
- Termination of childcare space

ACTIVITIES THAT OCCUR OFF PREMISES

Occasionally the staff of Tilbury Tots Early Learning Centre plan and implement activities that may take children off site. Permission is given in your registration package. Parents will be given detailed information regarding time of departure from centre, time of arrival to back to the centre, and where the children will be going.

ITEMS TO SUPPLY FOR YOUR CHILD

To make it easy for us to keep track of belongings, please label all your child's clothing and other possessions. Please supply a pair of indoor shoes, change of clothing (socks, underwear, pants/shorts, and shirt).

If your child is in the Infant Room, please supply the staff with the Infant Personal Schedule Form that you received upon your Intake Meeting. You will also need to supply formula and baby food until he/she can follow our menu.

SLEEP BLANKET

For sleep or rest time we provide sheets, and we ask that you provide a blanket and/or a cuddly toy for comfort and warmth. At the end of the week, we place the blanket in the child's cubby to be taken home for washing. Staff clean and disinfect the child's sleep cots and sheets.

CLOTHING

Please dress your child in clothing that will allow them to fully participate in the program.

At least one complete change of clothes should be left at the Centre and each item labelled with your child's name.

Seasonal changes influence the clothing your child should bring to TTELC:

Spring – lightweight jackets, splash pants, rubber boots and a hat.

Summer - light clothing, sun hats and closed toed shoes.

Fall - lightweight jackets, splash pants, rubber boots and a hat

Winter - hat, two pairs of mittens, boots, and a snowsuit.

Staff will identify when and where children are dressing and undressing and understand that children have a right to privacy.

For sanitary and privacy purposes, children who arrive to TTELC in their pyjamas or are in need of a change of clothing are required to dress in the bathrooms provided.

CLOTHING AND DRAWSTRINGS

Drawstrings pose a serious safety threat when children are using playground equipment. Please avoid purchasing clothing, such as fall jackets and snowsuits with drawstrings. When items already purchased have drawstrings, please cut the strings, and tie them to prevent possible accidents.

ITEMS NOT PERMITTED AT TTELC

TOYS FROM HOME

Children often love to bring toys from home, however, in the past, some toys from home have been inadvertently damaged, broken or lost. We would appreciate toys be left with you at time of drop off. Your cooperation in this matter will help keep “special toys” safe and avoid any upsets.

Exceptions to this rule are soft sleep and comfort items, which are used for nap time. In addition to toys being left at home, please ensure that pockets and backpacks are checked as these small items pose a choking threat to children who may find them and put them in their mouth. Your co-operation in this area is vital to the safety of all of the children who attend Tilbury Tots Early Learning Centre.

PLASTIC BAGS

All plastic bags should be kept out of reach of children in the cubby area. Any soiled clothing to go home will be placed in a plastic bag and put on the very top portion of the child’s cubby. Please remember that canvas bags, cloth bags, or children’s backpacks are safer alternatives for the storage of extra items in the cubbies.

COMMUNICATION

Effective communication between parents and staff is essential for your child’s successful experience with us. A variety of daily and monthly communication channels are available to you. If you have any questions or concerns you wish to discuss at greater length, meetings between staff, the Supervisor and parents can be arranged at mutually convenient times.

We use several formats to share news and events from TTELC as a way to keep in touch with our families. These formats include Facebook, monthly newsletters, email, and HiMama documentations throughout your child’s day.

On occasion, photos of a child taken either individually or as part of a group involved in daily activities, may be sent to your parent’s email. We may post pictures or slideshows in each classroom. Although, TTELC strongly encourages parents not to post these communications on social media sites such as Facebook, TTELC cannot guarantee compliance.

At admission, parents will be given the option to consent on having their children's picture shared on social media from time to time as well as the option to decline consent. If for any reason you wish to opt out at a later time, please contact the office.

TTELC occasionally could be featured in various formats of media such as the newspaper, photographs, slide presentations or video's. Whenever possible, parents who have consented to publicity are notified prior to any event that includes their child. If notice is not possible, TTELC will notify parents promptly after the event.

Discretion is an important part of confidentiality. When possible, discussions should be held in private. Private conversations also respect your child's right to privacy because other parents cannot over hear information, RECE's, students, volunteers, and other persons. At all times, it is important to respect the feelings of children when discussing their behaviour with other RECEs or with other parents.

During drop-off and pick-up times, we ask that you take a moment to talk with your child's teacher to share any important information about your child and to receive any information. We ask that you approach your child's teacher as they are often positioned in the room to allow for optimum supervision. If you wish to discuss challenges you are facing, or concerns you have regarding your child's development and behaviour, we ask that you request to speak with the staff privately at the earliest convenient time. We will do our best to follow through in a timely manner.

FAILURE TO PICK-UP

If a child is not picked up at the end of the day, by 5:30 p.m. or 6:00 p.m., depending on the site, the staff will stay with the child until a parent or authorized release person arrives. If a parent has not arrived by closing time and has not contacted the centre we will make every attempt to call the emergency contacts on your Registration Forms. After one hour, Family Services will be contacted.

SCHOOL EVENTS

Some schools offer before and after school programs such as homework club. Should your child/children attend any before or after school activities your child/children will be permitted to attend our child care after such events are completed. All families will be charged from school dismissal to pick up time. Please be sure to send extra snacks. The EA or school teacher is required to walk your child/children to our site once after school activity is completed.

PARKING

Limited parking for dropping off and picking up children is available. Each site will direct new parents to the parking area. We ask that you use the TTELC parking area for pick-up and drop-off only.

Please turn off your car's engine and lock the doors to prevent theft while dropping off or picking up your child. Please do not leave children unattended in the parking area. Be extremely cautious as you enter and leave the parking lot and driveway, because children will be entering and leaving vehicles. Always look carefully behind you for small children as they are difficult to see.

PRIVACY AND PERSONAL INFORMATION

TTELC at the St. Joseph location has is monitored 24 hours a day by the use of video surveillance at each of the exits. Signage is posted at each entrance.

TTELC PRIVACY STATEMENT

Tilbury Tots Early Learning Centre is subject to the 'Freedom of Information and Protection of Privacy Act'. As such, we are sensitive to the need to collect and manage your Personal Information and that of your children and family. Examples of Personal Information may include the names of children and parents/guardians, address, children's dates of birth, health history, developmental history, emergency contacts, and authorized persons for pick-up of children. Additional Personal Information may be collected by TTELC if you have given your consent for an outside agency to work with your child regarding certain activities such as social development support, language development and speech therapy, behavioural, physiotherapy, occupational therapy, or developmental support. Personal Information collected by us will only be shared with third parties either with your consent or in accordance with applicable legislation. A copy of referral documentation will be provided to you.

CONSENT FOR TTELC COMMUNICATIONS

We use several formats to share news and events from TTELC and to keep in touch with our families and community ("Communications"). These Communications include:

PARENT/GUARDIAN ACCESS TO CHILD INFORMATION

Parents/guardians may access and correct the personal information they have provided about themselves or their child. They may also withdraw consent for some of the uses and disclosures described above, subject to legal exceptions.

EXCEPTION TO CONSENT FOR DISCLOSURE

Information about your child will be disclosed to persons outside TTELC only with your consent EXCEPT in the following situations:

- Reporting a child in need of protection to Family and Children's Services.
- Reporting a Serious Occurrence to the Ministry of Education.
- Responding to a court order to release information from a record.

SLEEP POLICY

Under the CCEYA there is a new sleep supervision and position requirement policy that ensures children less than 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep unless a child's physician recommends otherwise in writing. A copy of the statement can be provided for parent to read from your child's centre.

JOINT STATEMENT ON SAFE SLEEP:

Preventing Sudden Infant Deaths in Canada

Introduction

The Public Health Agency of Canada recognizes Sudden Infant Death Syndrome (SIDS) and other infant deaths that occur during sleep as major public health concerns. The *Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada* is part of the Government of Canada's continuing commitment to raise awareness of sudden infant deaths and safe sleeping environments. The purpose of this statement is to provide health practitioners with current evidence-based information so they may offer parents and caregivers information and support to prevent deaths due to SIDS and unsafe sleeping practices, in Canada. SIDS is defined as the sudden death of an infant less than one year of age, which remains unexplained after a thorough case investigation, including the performance of a complete autopsy, an examination of the death scene, and a review of the clinical history.¹ Current medical and scientific evidence, explains SIDS as a multifactorial disorder arising from a combination of genetic, metabolic, and environmental factors.² Terms such as sudden unexplained infant death (SUID) and sudden unexpected death in infancy (SUDI) have emerged in an attempt to group all infant deaths possibly related to the infant sleeping environment. Definitions of these terms have not been consistent enough to make them universally acceptable. The actual cause or causes of SIDS is unknown. In 2004, SIDS accounted for 5% of all infant deaths (0 to 1 year of age) and 17.2% of post neonatal deaths (28 days to 1 year of age).³ SIDS can occur at any time during the first year of life but peaks between 2 and 4 months, with fewer SIDS deaths occurring after 6 months.^{4,5} Infants who are male, premature, or of low birth weight, as well infants from socio-economically disadvantaged and Aboriginal populations have a higher incidence of SIDS.^{4,5,6} Further research is necessary to increase our understanding of the biological causes and mechanisms that predispose some infants to sudden infant deaths relative to non-affected infants in seemingly comparable circumstances. Large scale epidemiological studies over the last two decades have increased our understanding of SIDS and identified certain modifiable risk factors. The most important modifiable risk factors for SIDS are infants sleeping in the prone position and maternal smoking during pregnancy. In 1993, the Government of Canada, along with other international organizations, recommended that infants be placed on their backs to sleep and in 1999, reinforced this message by launching the *Back to Sleep* campaign. The rate of SIDS has been declining since the late 1980's, but between 1999 and 2004, Canada observed a 50% decrease in the rate of SIDS.³ This decline may be attributable, in part, to changes in parental behaviour such as placing infants on their backs to sleep and decreasing maternal smoking during pregnancy.¹⁷ Other causes of death that occur while an infant is sleeping may be difficult to distinguish from SIDS. While studying SIDS, researchers have identified additional risk factors in the infant sleeping environment that may contribute not only to SIDS, but to deaths from unintentional suffocation due to overlaying or entrapment.^{18 19} Factors associated with unsafe sleeping environments include infants sharing a sleeping surface with an adult or another child,^{7,15,20} and the presence of soft bedding.

The *Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada* has been developed in collaboration with North American experts in the field of sudden infant deaths, the Canadian Paediatric Society, the Canadian Foundation for the Study of Infant Deaths, the Canadian Institute of Child Health, Health Canada, and the Public Health Agency of Canada, with input from provincial/territorial, national, and regional public health stakeholders from across the country.

PRINCIPLES OF SAFE SLEEP AND MODIFIABLE RISK FACTORS

Infants placed on their backs to sleep, for every sleep, have a reduced risk of SIDS.

Prone and lateral sleeping positions are linked to increased rates of SIDS, even for infants who regurgitate.^{7,9,15,20,27,28,29} Infants who normally sleep on their backs and are then placed to sleep on their stomachs are at a particularly high risk.²⁷ This reinforces the importance to consistently place infants on their backs to sleep at home, in child care settings, and when travelling. Sleep positioners or any other infant sleep positioning devices should not be used as they pose a risk of suffocation.³⁰ Once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs. Infants will benefit from supervised *tummy time*, when they are awake, several times every day, to counteract any effects of regular back sleeping on muscle development

or the chance of developing plagiocephaly, commonly referred to as *flat head*.^{31,32} Preventing exposure to tobacco smoke, before and after birth, reduces the risk of SIDS. Maternal smoking during pregnancy is an important risk factor for SIDS.^{5,7,12,20,33} The more a woman smokes during pregnancy, the higher the risk of SIDS.^{7,34,35} Women who reduce the number of cigarettes smoked during pregnancy can reduce the risk of SIDS for their infants, and women who stop smoking can further reduce the risk.^{7,8,14} It is estimated that one third of all SIDS deaths could be prevented if maternal smoking was eliminated.^{36,37} Infants who are exposed to second-hand smoke after birth are also at a greater risk of SIDS, and the risk increases with the level of exposure.^{8,12} **The safest place for an infant to sleep is in a crib, cradle, or bassinet that meets current Canadian regulations.** When infants sleep on surfaces that are not designed for them, such as adult beds, sofas, and armchairs, they are more likely to become trapped and suffocate, when the surface is shared with an adult or another child.^{15,20,26,38,39} Other than a firm mattress and a fitted sheet, there is no need for any extra items in a crib, cradle, or bassinet. Soft bedding such as pillows, duvets, quilts, and comforters, as well as bumper pads increase the risk of suffocation.^{15,21,22,23,24,25,26} Overheating is a risk factor for SIDS.⁴⁰ Infants are safest when placed to sleep in fitted one-piece sleepwear that is comfortable at room temperature and does not cause them to overheat. Infants do not require additional blankets as infants' movements may cause their heads to become completely covered and cause them to overheat.⁴¹ If a blanket is needed, infants are safest with a thin, lightweight, and breathable blanket. Strollers, swings, bouncers, and car seats are not intended for infant sleep. When sleeping in the sitting position, an infant's head can fall forward and their airway can be constricted.⁴² This risk reinforces the importance to move an infant to a crib, cradle, or bassinet to sleep, or when the destination is reached. **Infants who share a room with a parent or caregiver have a lower risk of SIDS.** *Room sharing* refers to a sleeping arrangement where an infant's crib, cradle, or bassinet is placed in the same room and near the parent or caregiver's bed. Infants who share a room have a lower risk of SIDS and will benefit from room sharing for the first 6 months during the period of time the risk of SIDS is highest.^{12,38,43} Room sharing facilitates breastfeeding and frequent contact with infants at night. *Bed sharing* describes a sleeping arrangement where an infant shares a sleeping surface such as an adult bed, sofa, or armchair with an adult or another child. Sharing a sleeping surface increases the risk of SIDS and the risk is particularly high for infants less than 4 months of age.^{12,20,38,44,45} Sharing a sleeping surface with an infant also increases the risk of entrapment, overheating, overlaying, and suffocation.⁴⁴ The risk of SIDS and other unintentional deaths that occur during sleep increase further when an infant shares a sleeping surface with a parent or caregiver who smokes, has consumed alcohol, is under the influence of sedating drugs, or is overly tired.^{12,20,43,46}

Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada

The term *co-sleeping* can refer to a range of sleeping practices that include both bed sharing and room sharing. Definitions of this term are not consistent enough to make it universally acceptable.

Breastfeeding provides a protective effect for SIDS.

Any breastfeeding for any duration provides a protective effect for SIDS, and exclusive breastfeeding offers greater protection.^{47,48} It is estimated that exclusive breastfeeding for the first 6 months, during the period of time the risk of SIDS is highest, may reduce the risk SIDS by up to 50%.⁴⁷ Successful breastfeeding is not dependent on sharing a sleeping surface.^{12,20} However, for women who may bring their infant into bed to breastfeed, the risk of SIDS is not increased when the infant is placed back to sleep in a crib, cradle, or bassinet following the feeding.^{20,46} Pacifiers appear to provide a protective effect for SIDS.^{24,49,50,51,52} No solid evidence demonstrates that pacifier use impairs breastfeeding, however delaying the introduction of a pacifier is best left until breastfeeding is well established.⁵³ Infants who accept a pacifier should have one consistently, for every sleep; however, a pacifier is not required to be reinserted if it is expelled during sleep.

The Public Health Agency of Canada has produced the *Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada* for health practitioners so they may provide parents and caregivers with information and support to prevent deaths due to SIDS and unsafe sleeping practices. Parents and all caregivers are encouraged to practice the principles of safe sleep at home, in child care settings, and when travelling.

For additional information on safe sleep please visit the following websites:

Public Health Agency of Canada: www.publichealth.gc.ca/safesleep

Health Canada: www.healthycanadians.gc.ca/kids

Canadian Paediatric Society: www.cps.ca

Canadian Foundation for the Study of Infant Deaths: www.sidscanada.org

Canadian Institute of Child Health: www.cich.ca

NUTRITION

Children's food and nutrition intake has a direct impact on their physical and emotional growth, as well as their health and ability to learn. Children may receive up to two-thirds of their daily nutrient intake at our centre. TTELC takes great care with all aspects of food preparation and service. Attention is paid to nutritional considerations, food variety and meal presentation, while incorporating elements of celebration and fun at meal and snack times.

Food is prepared by TTELC's kitchen staff, in the TTELC kitchen, daily. All children receive lunch as well as an open morning and open afternoon snack. The staff will eat with the children to model enjoyment of food and appropriate table manners. The staff may also meet with the Supervisor and the parents to develop an appropriate plan to meet a child's nutritional needs. A four (4) week menu plan is posted along with change of menu, that will document any changes made to the week's menu.

Parents of children under 18 months are required to supply food and drink for each day if their child is unable to consume what is indicated on the menu.

Special needs and dietary accommodations can be met if prior arrangements are made. Each case is considered on an individual basis. In view of allergies and dietary restrictions, it is TTELC policy to allow a parent to bring food prepared at home for dietary reasons, but only after prior arrangement with the Supervisor.

****Note* All Food Must Be Labelled with Child's Name***

The Supervisor of TTELC develops nutritious weekly menus in consultation with Public Health Community Dietician. The Cook follows Canada's Food Guide for Young Children and menus meet requirements under the CCEYA. With the growing concern about childhood obesity and type 2 diabetes, consideration is also given to the long-term health implications of food and nutrition.

TTELC strives to be aware of an allergen safe environment, we ask that everyone is aware of no tree nuts, peanuts, nut products or peanut products are to be brought in the Centre.

SPECIAL DIETARY AND FEEDING ARRANGEMENTS

Parents may wish to make special dietary and feeding arrangements with TTELC regarding food/drink to meet the individual nutritional needs of their child. This may include an arrangement where the parent chooses to provide meals and/or snacks for their child, or the parent supplements the meals and snacks provided by TTELC.

Where a child requires special foods and/or feeding arrangements at meal times and/or snack times, it is important that the expectations and responsibilities of both TTELC and the parent are clearly set in writing.

For each child identified as having a special feeding or dietary arrangements, written instructions from a parent of the child are kept in the child's record.

The child is observed to be fed according to the written instructions.

SERIOUS OCCURRENCE

Serious Occurrence means;

- The death of a child who receives child care at a premise of TTELC whether it occurs on or off the premises
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a premise of TTELC
- A life-threatening injury to or a life-threatening illness of a child who receives child care at a premise of TTELC
- An incident where a child who is receiving child care from TTELC goes missing or is temporarily unsupervised
- An unplanned disruption (fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other emergency relocation or a temporary closure) of TTELC premise that poses a risk to the health, safety or well-being of children receiving child care at our centre

Intent

TTELC requires that there is a plan to deal with any serious occurrence incidents that may affect the health, safety, and the well-being of children and staff that all serious occurrences are reported, tracked, and followed up on.

TTELC is accountable to the Ministry of Education to demonstrate that the services offered are consistent with relevant legislation, regulations and/or ministries. This policy will address the procedures to be taken when identifying, responding to, and reporting a serious occurrence.

How to Respond

Should a staff have a serious occurrence they will need to respond appropriately, for example immediate medical attention calling 911, who to notify for example fire and police, child protection agency, coroner.

Staff will address any continued risks to the health or safety of the child, other children, or others present.

Staff will report the incident to the Director or Supervisor explaining who was affected, what, when and where it happened in writing.

These policies and procedures with respect to serious occurrences in each child care centre it operates, and that those policies and procedures are followed in our centres.

Within 24 hours of becoming aware of the serious occurrence the Director or Supervisor must report to the Ministry thru CCLS.

If the Director or Supervisor cannot access CCLS, they must still notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in CCLS as soon as the system becomes available.

A summary of the report and any actions taken as a result is posted for at least 10 business days in a conspicuous place at the centre.

T.T.E.L.C will review the serious occurrence with staff, volunteers, and students per their written documentation of the incident, to discuss and put measures in place for the health, safety, and well-being of the child.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: TTELC

Date Policy and Procedures Established: September 19, 1995

Date Policy and Procedures Updated: August 11, 2017

Purpose

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

Definitions

Licensee: (TTELC) licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator). *Staff:* Individual employed by the TTELC (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 48 business hours (not including weekends) The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

TTELC maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor of TTELC.

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD PROCEDURES

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 48 business hours (not including weekends). <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the office manager - Brigitte L – blang64@hotmail.com - Colette Nolan – telccolette@gmail.com 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - TTELC supervisor <p>All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 48 business hours (not including weekends) or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - TTELC supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the attention of TTELC Board of Directions – tilburytots@gmail.com.

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

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

Contacts:

Director of Childcare: Jody Bernier 519-682-0804 tilburytots@gmail.com

Site Manager: Judy Myers 519-682-0804 ttelcjudy@hotmail.ca

Supervisor for Pain Court Hub: Trish Jones 519-351-3111

Supervisor for Ste. Marie: Nathalie Ouellette 519-354-5580

Supervisor for Wheatley: Jennifer Verkaik 226-248-0351

Financial Co-ordinator: Brigitte Lang 519-682-0804 blang64@hotmail.com

Office Manager: Colette Nolan 519-682-0804 ttelccolette@gmail.com

Human Resource Coordinator: Renée Regnier 519-682-0804 ttelcrenee@gmail.com

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

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Name of Child Care Centre: TTELC

Date Policy and Procedures Established: September 19, 1995

Date Policy and Procedures Updated: August 11, 2017

Policy

This policy has been established to ensure and maintain a safe and supportive learning environment, which encourages positive and productive relationships between children, parents, and staff. Within this policy it is the childcare's desire and responsibility to manage and resolve concerns and complaints fairly, efficiently, in accordance with the College of Early Childhood Educators Code of Conduct.

- The timeframe in which TTELC will respond to the initial parents/guardian issues or concerns will be provided within 48 business hours (not including weekends)

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p>Any allegation of abuse by a staff member or volunteer / person is responsible for reporting the information to CAS as per the "Duty to Report" requirement under the child and family services act. It must also be reported directly to the Child Care Coordinator or designate and the Executive Director together.</p>	<p>Parent and or Guardian will report the incident to the Director or Supervisor explaining who was affected, what, when and where it happened in writing.</p> <p>The parent and or guardian, Child Care Coordinator or designate and the Executive Director will review and discuss the written documentation of the suspected abuse or neglect incident and put measures in place for the health, safety, and well-being of the child.</p>	<p>Child Care Coordinator or designate and the Executive Director who becomes aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the <i>Child and Family Services Act</i>.</p> <p>Child Care Coordinator or designate and the Executive Director must report the serious occurrence within 24 hours of becoming aware of the suspected abuse or neglect the Child Care Coordinator, or designate or the Executive Director must report to the Ministry thru CCLS.</p>

EMERGENCY MANAGEMENT POLICY AND PROCEDURE

The ``Emergency Management Policy and Procedures`` is included in TTELC Policy and Procedure Manual and is to provide clear direction for TTELC staff to follow and to deal with emergency situations. The ``Emergency Management Policy and Procedures`` sets out steps for staff to follow and to support the safety and well-being of everyone involved.

Upon arrival at the emergency evacuation site, staff or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children by telephone, we will also post through HiMama, TTELC Facebook page and thru our local radio station.

Where possible, office management will update the childcare centre's voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated, and include the details of the evacuation site location in the message.

In Case of Emergency Shelter for Full Evacuation the Meeting place is:

T.T.E.L.C @ St Francis St. Francis Xavier Church 32 Canal Street West Tilbury Ontario	TTELC @ Pain Court Hub Ecole St.Catherine, 24162 Winter Line, Pain Court, ON	TTELC @ École Ste Marie Villa Angela 20 Merici Way, Chatham, ON	TTELC @ St Francis Xavier St Anne Catholic School, 1000 The Rapids Parkway, Sarnia, ON	TTELC @ St Joseph School St. Francis Xavier Church 32 Canal Street West Tilbury Ontario	TTELC @ Wheatley Area Public School, Wheatley Area Arena 196 Erie Street North, Wheatley, ON	TTELC @ Merlin Area Public School, Kinsmen Hall 2 Erie Street North, Merlin, ON	TTELC @ Tilbury Area Public School Darrel S. Moffat Memorial United Church 27 Canal Street East, Tilbury, ON
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SMOKE-FREE ONTARIO ACT, 2017

Intent

The Smoke-Free Ontario Act, 2017 helps protect the health of all Ontarians by prohibiting smoking and the use of electronic cigarettes in all enclosed workplaces and public places. Under the Act, smoking is prohibited at all times in a child care centre whether or not children are present.

Smoke-Free Ontario Act

Child care centres are required to comply with the requirements under the Smoke-Free Ontario Act, 2017 that prohibit smoking tobacco and medical cannabis and the use of electronic cigarettes in licensed child care centres.

The Smoke-Free Ontario Act, 2017 prohibits smoking or holding lit tobacco in a child care centres and requires that licensees notify all employees that smoking and the use of electronic cigarettes is prohibited, post prescribed indicating that smoking is prohibited (i.e. "No Smoking signs) at all entrances and exits, and ensure that there are no ashtrays or similar equipment at the child care centre. Licensees must ensure that any individual who refuses to comply with the requirements of the Smoke-Free Ontario Act, 2017 does not remain at the child care centre.

Enforcement of the Smoke-Free Ontario Act, 2017 is the responsibility of the local medical officer of health, they are responsible for carrying our inspections and responding to complaints to enforce the Act.

The Smoke-Free Ontario Act, 2017 will come into effect on July 1, 2018

End Note

Thank you for taking the time to read through our Parent Policy Guide. We truly want to make your family's transition to Tilbury Tots Early Learner Centre as seamlessly as possible. We are excited to have you join our Tilbury Tots Family and look forward to providing your child/children with the opportunity to grow and learn in an environment that is safe and nurturing.