

## **Tilbury Tots Early Learning Centre Parent Handbook**

(subject to change, this is a living document)

Revised October 29, 2021

**Tilbury Tots**  
Early Learning Centre



### **WELCOME!**

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

We strongly believe in the value of communication. We have prepared this Parent Policy Guide with the intent of providing all of the information that will be helpful to you and your family. We also recognize that it will be of maximum benefit if the lines of communication are always open between your family and our staff. Similarly, while we have policies and procedures to ensure that we provide a high level of care and education for your child(ren), the information that you provide us will help us meet the needs of your child and family more effectively.

As our mission statement states: Our commitment to you is to provide your child(ren) a high level of care in an education setting in which all children have the opportunity to explore their growing potential, develop high self-esteem, learn to respect themselves and others and experience joy and wonder as they learn about their world. Together we will celebrate your child(ren)'s special joys and accomplishments and meet any challenges that may arise.

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 and whole heartedly welcome you.

The content of our Parent Policy Guide may be altered due to changes in Tilbury Tots Early Learning Centre's policies and procedures or Ministry Guidelines. If you have any questions or concerns, please feel free to call or speak with your Site Supervisor for verification or clarification.

## **FASTOCHE**

Fastoche is a program that is used by our educators 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 be a part of your child(ren)'s day whether you are at work or just away.

Your child(ren)'s experiences in our program will be showcased with photos stored safely and securely in a journal format that will be shared with you via e-mail or text message daily.

Upon enrollment into the program room, a registration email will be sent to you . This will give you the opportunity to input your child(ren)'s details into their profile, information such as: Known allergies, parent information, emergency contacts- are just to name a few.

Unique features with Fastoche include: e-mail or text message update whenever medication has been administered, accident and behaviour reports will also be sent directly to you in real-time. All documents will be available to acknowledge and sign directly on your mobile device or computer. Messaging your child(ren)'s educators is quick and easy.

All data is protected by a two-tiered authentication and end to end encryption. All staff are assigned a unique password to allow user specific access and accountability.

Please let your Site Supervisor know if you are experiencing trouble accessing your child(ren)'s accounts as they may be able to assist you with any troubleshooting that may arise.

## **MISSION STATEMENT**

Our commitment to you and your child(ren) is to provide a high level of care in an education setting which all children have many opportunities to explore their growing potential, develop high self-esteem, learn to respect themselves and others and experience joy and wonders as they learn about their world.

Tilbury Tots Early Learning Centre adopted the pedagogical approach "How Does Learning Happen?" as mandated by the CCEYA. This highly researched document provides a foundation for Educators to provide a safe and simulating environment. These four foundations apply to all children regardless of age, ability, culture, language, geography or setting. Children have a natural tendency to seek these conditions on their own.



**Belonging:** Every child has a sense a belonging when they are connected to others and make valuable contributions to the world.

**Well-Being:** Every child is developing a sense of self, health (mental/physical).

**Engagement:** Every child is an active and engaged learner who explores the world with body, mind and senses

**Expression:** Every child is a capable communicator who expresses themselves in many different ways.

## PROGRAM STATEMENT

### Program Evaluation

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 and that it continues to 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.

## **FOCUS ON THE CHILD**

Tilbury Tots Early Learning Centre programs promotes the health, safety, nutrition and overall well-being of the children registered in our centres. Tilbury Tots Early Learning Centre encourages, supports and provides opportunities for self-help skills, social, emotional, physical and cognitive development on a daily basis. We ensure allergy and anaphylactic emergency response plan are posted, as well as any other plans that may reflect the well-being of a child. Staff document children who are sick through an illness tracking sheet and all accidents/ incidents through documentation as well as they carry out daily health checks.

The menus created at Tilbury Tots Early Learning Centre follow the recommendations of the Canada's Food Guide and offer a variety of nutritiously balanced meals and snacks. We believe that nutrition is vital to a child's health, growth and development and make every effort to provide our children daily with nutritiously balanced meals. As a part of "How Does Learning Happen" Tilbury Tots Early Learning Centre encourages children to serve themselves their meals and snacks as part of their learning. This teaches children to develop self-help skills and self regulation. Our staff model healthy eating habits during meal time along with eating etiquette.

The relationship between staff and children become the basis upon which their needs are met and development occurs. Tilbury Tots Early Learning Centre provides learning opportunities for the children through their expressed interests, meaning programming can be expanded in numerous ways that encompass the children's ever-changing interests.

Tilbury Tots Early Learning Centre believes providing a program that is play-based encourages children to develop at their own pace. Play allows children to learn their daily routine, self-regulation skills as well as fine motor and large motor skills. This is done through manipulating materials and exploring their surroundings. Indoor and outdoor play encourages exploring, experimenting, problem solving and inquisitive thinking. Through play, children learn valuable socializing skills and how to make and maintain friendships while playing with others. All active play is complemented by a rest and/or quiet period which staff will provide children that do not rest quiet activities in a designated area.

## **FOCUS ON THE FAMILY**

Our families are viewed as a vital part to their child's successful experience in our child care. We are not only here to provide high quality child care to children but, operate as a resource service that supports our families as they watch their children grow.

Daily contact and effective communication between Tilbury Tots Early Learning Centre and home are viewed as an essential part of the child's well-being. Parents are encouraged to ask questions about programming to ensure consistency between home and child care.

Our parents are viewed as a valuable resource for our staff. Parents play a vital role in the process of designing the curriculum that is presented by providing feedback. Feedback is collected through parent surveys initiated through Tilbury Tots Early Learning Centre, Fastoche messages.

In addition to programming suggestions, parents can provide unique and insightful understanding in regards to any of their child's behaviours, which will allow staff to adapt their planning. The development of the children is a true partnership between the family and Tilbury Tots Early Learning Centre staff.

All parents who enroll their child(ren) in a Tilbury Tots Early Learning Centre program will complete the initial Registration Forms. This form will ensure that all emergency information is communicated to Tilbury Tots Early Learning Centre which will include any allergies or other important information to help keep your child safe while in our care.

All parents who are enrolling a child in our infant room complete an "Infant Personal Schedule" for the staff to ensure that the transition from home to the child care centre is accomplished with as little disruption to the infant as possible.

Even though it is our staff's responsibility to implement a high-quality program, parents are responsible for monitoring the quality to ensure that our program is being delivered in a way that meets the needs of their child and family. We encourage parents to come forward with any questions or concerns in regards to any issues that may arise, done so, following the Parent Issues and Concerns Policy found within this document. Communication can be done through e-mail, notes, daily logs or by telephone if meeting in person is not convenient.

## **FOCUS ON THE ENVIRONMENT**

Tilbury Tots Early Learning Centre believes that all children are eager and active learners that benefit from a variety of experiences which give them opportunities and the ability to freely explore their environment, form relationships, develop skills and competences, and discover their own identity. Learning occurs constantly, not only in structured or formal activities. It occurs during indoor and outdoor play, as well as during routine activities such as changing diapers, eating snacks/lunch or getting ready for home.

As staff, we will encourage and support children to learn in a safe and comfortable environment. It is important for staff to utilize their environment to support their teaching whether they are indoors or outdoors. This will encourage children to explore what is around them and develop fundamental skills that they will utilize throughout their lives.

The environment should promote, fun, educational and independent learning which will allow our staff the opportunity to document and display the children's daily adventures exploring their environment.

Tilbury Tots Early Learning Centre recognizes that outdoor play in a natural environment is beneficial to a child's healthy development, well-being, and learning. We believe that this natural environment should be clean, accessible and safe for the children to explore. Tilbury Tots Early Learning Centre follows all safety guidelines when it comes to weather and playground safety which includes daily weather monitoring as well as daily playground inspections.

### **FOCUS ON THE STUDENTS/VOLUNTEERS**

Tilbury Tots Early Learning Centre will give all students the opportunity to learn in a safe and positive environment. All students will be able to apply leadership within a room while putting their theoretical training into practice. All students will be assigned a mentor teacher that will support them throughout their placement at Tilbury Tots Early Learning Centre.

We offer Students:

- The opportunity to observe the children and our staff within a play-based environment
- Will be given the opportunity to partake in planning, implementing and evaluating in a safe and nurturing environment
- Will be seen as capable and competent.
- Tilbury Tots Early Learning Centre staff will provide students with the resources and opportunities to succeed.

Students are expected to:

- Approach all tasks and activities with every child's unique ability and skill set in mind.
- To show respect at all times while accommodating the needs, cultures and beliefs of families in our centre.

### **FOCUS ON THE STAFF**

The staff at Tilbury Tots Early Learning Centre are skilled professionals who have chosen to work with children and families as their career. Through their education and training, teachers have developed an understanding of the processes involved in facilitating children's growth and development. They possess excellent communication and interpersonal skills and have developed skills in observation, planning and evaluating. Classroom teachers are always encouraged to use and develop specialized abilities and interests in such areas as music, art, drama and movement. Classroom teachers provide a stimulating environment which supports the children in their development.

**Registered Early Childhood Educator-** Staff who are registered members of the College of Early Childhood Educators hold a College Diploma in Early Childhood Education. They are First Aid/CPR trained, provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year and are required to actively work on their Continuous Professional Learning.

**ECE Apprentice-** Staff who are working towards achieving their Diploma in Early Childhood Education and are enrolled in the ECE program and are actively taking courses. They are First Aid/CPR trained, provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year.

**ECE Assistant-** Staff who have degrees or diplomas in other fields of study but are working in the classroom. They are First Aid/CPR trained and provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year.

Tilbury Tots Early Learning Centre supports and mentors all of our staff, students and volunteers and encourages them to participate in professional learning. We see educators as knowledgeable, resourceful and rich in experience and we value the environment they create for the children.

We encourage our staff to recognize what is going on in the lives of the children in our care as their home influences how they are at child care. Every day is a new day, a fresh start, what happened yesterday cannot determine what will happen today.

Classroom teachers develop a unique relationship with families and are often an integral part of the children's lives. Teachers work with the parents and become significant partners in the child's upbringing which alleviates stresses that are placed on parents each day as they leave their children in the care of the classroom teachers to focus on work or school.

Classroom teacher's often find themselves providing emotional support to our parents by listening to issues raised and offering suggestions on how to best support the child, whether it be in regards to development, care, discipline, play activities or language problems. Teachers are knowledgeable of the agencies and supports that are available within the community and are a valuable resource for parents.

Alongside providing a safe, secure and nurturing environment classroom teacher are an obvious presence in the program, leading, organizing and interacting with the children. At times teachers are encouraged to sit back and allow the child to initiate and take the lead with the teacher there to support their play or activity. These types of observations allow for teachers to adapt and adjust programs to best meet the ever-changing needs of all the children.

## **SOCIAL INCLUSION**

All families are treated equally. Tilbury Tots Early Learning Centre has set guidelines in place which are designed to be followed and adhered to by all families enrolled in our program.

## **Gender Equality**

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, gentle, caring and physically strong, active,

contemplative, creative and logical. We assist both boys and girls to develop, accept and express a full range of emotions and behaviours. Our inclusive program seeks to avoid discrimination based on gender.

### **Respect for Diversity**

Respect for diversity follows 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.

Tilbury Tots Early Learning Centre 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.

### **Outside Agencies and Community Partners**

Any child that requires any additional supports can be enlisted in the services of supporting agencies through a warm referral with our community partners. Collaboration with parents and an Inclusion Support Team will help to give all children and families a successful and enjoyable experience while attending our centre.

Tilbury Tots Early Learning Centre sees great value and importance of outside agencies to help meet the needs of our families. We will work together in partnership with any outside agency involved with your child.

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

### **Chatham-Kent Children's Services**

Chatham-Kent Children's Services is a respected asset to the community of Chatham-Kent that provides a diverse number of resources. Tilbury Tots Early Learning Centre works in collaboration with Chatham-Kent Children's Services to support families and staff members with programs such as

speech therapy, behavioural consultations, physiotherapy and occupational therapy. Tilbury Tots Early Learning Centre staff may request the assistance and guidance from a Chatham-Kent Children's Services Consultant to observe their classroom dynamics and offer suggestions, a fresh pair of eyes and a different perspective that would benefit all children in the classroom.

## **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 Tilbury Tots Early Learning Centre 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.

Tilbury Tots Early Learning Centre 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 Tilbury Tots Early Learning Centre 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.

### **Behaviour Management Policy**

Tilbury Tots Early Learning Centre plans activities in which the child can succeed which promotes a child's sense of belonging, engagement and well-being. Unacceptable behaviours will be handled in three steps:

- 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.
- The teacher will redirect the child to a different play area within the room
- If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions- with the child returning into program when they are calm. Fairness, firmness, consistency and flexibility are characteristics of appropriate discipline techniques.
- Seek assistance whenever necessary.

### **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 Supervisor will discuss any issues that may arise with both the Municipality and Community Partners 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 at Tilbury Tots Early Learning Centre which includes a written notice of withdraw. All documentation of meetings, correspondence, and discussions with outside agencies will be kept on file. If feasible, families will be given support and referral to appropriate resources for alternate care.

### **Prohibited Behaviour Management**

Tilbury Tots Early Learning Centre prohibits corporal punishment or other harmful disciplinary practices to ensure that the emotional and physical well-being of the children in our care is maintained. Young children benefit from a positive approach that encourages healthy interactions with other children and adults. The use of these methods will result in an immediate dismissal and other agencies being notified of the use of a prohibited practice.

## Ontario Reg 137/15

The Licensee will not permit, with respect to a child receiving care at a child care centre it operates or at a premise where it oversees the provision of child care:

- Corporal Punishment
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision the physical restraint is for preventing a child from hurting himself, 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 basics 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

All staff, students and other persons that regularly are in program have read and acknowledged the Monitoring of Compliance and Contravention Policy. This policy outlines how staff practices are monitored and how we ensure compliance. This policy also includes the procedure in the event of any infringements to the use of prohibited practices.

### STAFF QUALIFICATIONS

**Registered Early Childhood Educator-** Staff who are registered members of the College of Early Childhood Educators hold a College Diploma in Early Childhood Education. They are First Aid/CPR trained, provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year and are required to actively work on their Continuous Professional Learning.

**ECE Apprentice-** Staff who are working towards achieving their Diploma in Early Childhood Education and are enrolled in the ECE program and are actively taking courses. They are First Aid/CPR trained, provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year.

**ECE Assistant-** Staff who have degrees or diplomas in other fields of study but are working in the classroom. They are First Aid/CPR trained, provide a clear Vulnerable Sector Police Clearance every 5<sup>th</sup> year.

### Students (Post Secondary)

Tilbury Tots Early Learning Centre will accept post secondary school students seeking work experience from time-to-time. It is important to allow students to gain on site experience and allow them to apply techniques and principles in a real-life setting. Students will be required to submit all necessary documents prior to their start date. Students will always be supervised at all times by a Tilbury Tots Early Learning Centre classroom staff

and will never be left alone with the children or counted in numbers. Students will read and sign off on Tilbury Tots Early Learning Centre policies and procedures and will review as necessary. Students will comply with Tilbury Tots Early Learning Centre’s confidentiality policy.

### Tilbury Tots Early Learning Centre Sites and Program Offerings

Site Name	Address	Offering	Hours	Phone number
TTELC @St. Joseph Catholic School (Main Site)	43 St. Clair Street, Tilbury N0P2L0	Infant to School Age (Infant to 12 years)	6:00 AM to 6:00 PM	519-682-0804
TTELC @ Wheatley Area Public School	226 Erie Street Wheatley N0P2P0	Infant to School Age (Infant to 12 years)	6:00 AM to 6:00 PM	226-248-0351
Garderie Petit Pas @ École Secondaire de Pain Court- Hub	14 Notre Dame, Pain Court N0P1Z0	Infant to Preschool (Infant to 5 years)	7:15 AM to 5:30 PM	519-351-3111
Garderie Petit Pas @ École St. Francis	11 St. Clair Street, Tilbury N0P2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 6:00 PM	226-626-9127
TTELC @ Tilbury Area Public School	5 Mable Street, Tilbury N0P2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 6:00 PM	226-627-2097
TTELC @ Merlin Area Public School	21148 Erie Street, Merlin N0P1W0	Family Grouping Infant- School Age	6:00 AM to 6:00 PM	519-689-7027
Garderie Petit Pas @École Ste. Marie	90 Dale Drive, Chatham N7L0B2	Toddler to School Age (18 months to 7 Years)	7:00 AM to 5:30 PM	519-354-5580
Garderie Petit Pas @ École Secondaire St. Francis Xavier	The Rapids Parkway, Sarnia N7S6K2	Infant to Preschool (Infant to 5 years)	7:00 AM to 5:00 PM	519-542-3406

Tilbury Tots Early Learning Centre is open Monday to Friday with the exceptions of the following Holidays- All locations will be CLOSED on:

- New Year’s Day
- Family Day
- Good Friday
- Victoria Day

- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

**Each year Tilbury Tots Early Learning Centre will be CLOSED the first week of August. This is a planned closure to allow our centres to be thoroughly cleaned, maintenance to be performed and any additional projects to be completed around the centres.**

### **Tilbury Tots Emergency Closure Protocol**

On certain occasion, it may be necessary to close Tilbury Tots Early Learning Centre 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 Tilbury Tots Early Learning Centre is closed on a particular day, please check on our Facebook page and listen to 94.3 CKSY (Chatham-Kent/Lakeshore) or 103.9(Lambton) for closure.

### **EMERGENCY MANAGEMENT POLICY AND PROCEDURE**

The Emergency Management Policy and Procedures is included in Tilbury Tots Early Learning Centre Policy and Procedure Manual and is to provide clear direction for Tilbury Tots Early Learning Centre 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 Fastoche, Tilbury Tots Early Learning Centre Facebook page and through the 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:***

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

**Children’s Program**

Tilbury Tots early Learning Centre has a strong commitment to provide a progressive and consistent high- quality child care and education program, where the needs to 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.

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

- Infant program – under 18 months
- Toddler program- 18 months to 30 months
- Preschool program – 30 months to 6 years
- School Age/ Before and After School – 4 years to up to 12 years depending on location and licenses
- Family Grouping- 12 Months to 12 years

**Please note:** Children who turn 12 years of age during the current school calendar year will be permitted to attend Tilbury Tots Early Learning Centre until a school break occurs that is closest to their birthday such as March break, summer break or Christmas break.

## **WAITLIST**

Tilbury Tots Early Learning Centre has established and maintains a waitlist through the Municipalities of Chatham-Kent, Sarnia-Lambton and Windsor-Essex. Tilbury Tots Early Learning Centre Administration monitors the waitlist for each of our location.

### **Chatham-Kent**

To be added to the Tilbury Tots Early Learning Centre waitlist please visit [www.chatham-kentchildcare.ca](http://www.chatham-kentchildcare.ca). Create an account to add your child/ren to the waitlist. If you do not have access to a computer, please call 1-866-720-7975.

### **Sarnia-Lambton**

To be added to the Tilbury Tots Early Learning Centre waitlist, please visit [www.lambtononehsn.com](http://www.lambtononehsn.com). If you do not have access to a computer, please call 1-888-722-1540.

### **Windsor-Essex**

To be added to the Tilbury Tots Early Learning Centre waitlist, please visit [https://onehsn.com/Windsor/ux\\_2\\_0/Landing/IndexImageBackground](https://onehsn.com/Windsor/ux_2_0/Landing/IndexImageBackground). If you do not have access to a computer, please call 1-888-722-1540.

## **WAITLIST GUIDELINES**

Families will be contacted once a space has become available in the order of application and requested start date. Parents that accept a space at Tilbury Tots Early Learning Centre 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.

Fulltime 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, Tilbury Tots Early Learning Centre 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 collected from the waitlist will be kept in strict confidence and will only be used in contacting families in need of care.

### **Receiving a Childcare Space**

When a child care space becomes available, the family will receive a call notifying them that a space has become 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 per family is required to reserve your child's space. This will be payable upon enrollment.

### **ENROLLMENT**

Upon acceptance, the Tilbury Tots Early Learning Centre Supervisor or Designate will arrange an intake meeting with you (a phone call). During this meeting, you will become familiar with Tilbury Tots Early Learning Centre policies, complete the required enrollment forms and have any questions or concerns addressed that you may have.

### **Infant Program Intake**

**A minimum of 4 days per week is required to attend the Infant Room.**

Orientation Visit Schedule:

- 1) Upon infant enrollment, the child and parent schedule a minimum of (1) hour visit
- 2) A second infant visit is scheduled for a minimum of 2 hours so that the infant may familiarize themselves with their surroundings (no parent visit)
- 3) A third visit is scheduled for up to 6 hours so that staff may familiarize themselves with the infant schedule and get to know your child prior to their official start date.

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. The “Infant Personal Schedule Form” can be found on the Tilbury Tots Early Learning Centre Website under Resources.

### **Toddler Program Intake**

#### **A minimum of 2 days per week is required to attend the Toddler Room**

There will be no orientation visits for the Toddler Room. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child’s classroom.

### **Preschool Program Intake**

#### **A minimum of 2 days per week is required to attend the Preschool Room**

There will be no orientation visits for the Preschool Room. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child’s classroom.

### **School Age Intake**

#### **A minimum of 2 days per week is required to attend the School Age Room**

There will be no orientation visits for the School Age. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child’s classroom.

### **St. Joseph and Merlin Site Specific- Family Grouping**

- 1) Tilbury Tots Early Learning Centre family grouping will only register children who are 12 months of age to 12 years of age.
- 2) Tilbury Tots Early Learning Centre will provide care for no more that 6 children under the age of 24 months.
- 3) Tilbury Tots Early Learning Centre will ensure that no more than 3 children require a crib to sleep.

### **MOVING PROGRAM AREAS**

1. As children mature, they will move to the next program area. The decision to move the child from one program to another depend 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.
2. Usually, the oldest child enrolled in the program is 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 which is determined by classroom teacher’s observations and potentially a conversation with the parents.

3. Tilbury Tots Early Learning Centre 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 to their new room.

### **Immunization**

Upon registration, parents must submit to Tilbury Tots Early Learning Centre a copy of their child(ren) immunization records. This is collected as a requirement under the CCEYA and defined by the local Public Health. Failure to provide immunization records will delay your child's start date. Any immunizations received after your child's start date must be provided to the Site Supervisor as an "update".

### **Exemptions**

Any objections or exemptions obtained must be completed on the Ministry Approved Form and retained in the child's files.

- 1) The Statement of Conscience or Religious Belief Form for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e., Must be notarized).
- 2) A statement of Medical Exemption Form for medical exemption to immunization must be completed by a doctor or nurse practitioner.

### **Exemption Forms**

The Statement of Conscience or Religious Belief Form and the Statement of Medical Exemption Form can be found on the Tilbury Tots Early Learning Centre website under "Download".

### **Consequences of Exemptions**

If an incidence of a vaccine -preventable disease to which children are susceptible occurs at Tilbury Tots Early Learning Centre, or to a member of a child's immediate household enrolled at Tilbury Tots Early Learning Centre, all children who lack 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 protect the health of that child. This protocol is non-negotiable and all Public Health guidance will be followed.

**Child Care Fees**

**Sarnia Rates**

**Effective Monday July 1, 2019**

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

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

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

<b>INFANT Tour Visit</b>	1 Hour Free with Parent/Guardian
<b>INFANT 1<sup>st</sup> Registration Trial Visit</b>	2 Hours Free with No Parent/Guardian
<b>INFANT 2<sup>nd</sup> Registration Trial Visit</b>	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

<b>Age Group</b>	<b>Half Day Up to 4.5 hrs.</b>	<b>Full Day Up to 9.5 hrs.</b>	<b>Hourly</b>
<b>Infants</b> Birth- 18 months (Minimum 4 days p/wk.)		Up to 9.5 hours \$43.00	After 9.5 hours \$7.65 per hour
<b>Toddler</b> (18 months- 2.5 years)	Up to 4.5 hours \$28.50	Up to 9.5 hours \$39.00	After 9.5 hours \$7.65 per hour
<b>Preschool</b> (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
<b>JK/SK &amp; School Age</b> (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
<b>Before &amp; After School</b> (4 years – 12 Years)	One hour before school starts One hour after school ends		\$7.65
<b>Before &amp; After School</b> (4 years – 12 Years)	One Session Before OR After School		\$13.80
<b>Before &amp; After School</b> (4 years- 12 years)	Two Sessions Before AND After School (used on the same day)		\$18.05

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

<b>INFANT Tour Visit</b>	1 Hour Free with Parent/Guardian <b>Visit hours</b> <b>9:00am to 10:00am</b>
<b>INFANT 1<sup>st</sup> Registration Trial Visit</b>	2 Hours Free with No Parent/Guardian <b>Visit hours</b> <b>9:00am to 11:00am</b>
<b>INFANT 2<sup>nd</sup> Registration Trial Visit</b>	6 Hours Free with No Parent/ Guardian <b>Visit hours</b> <b>9:00am to 3:00pm</b>

### Special Notes\*

- Preference is given to children registered as full time
- For part-time and flex care clients Tilbury Tots Early Learning Centre will attempt to accommodate schedules by sharing spaces.
- Tilbury Tots Early Learning Centre 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.

### BILLING

#### Subsidy Agreement

**Chatham-Kent:** For families that require subsidy please contact 1-866-720-7975 to inquire if you are eligible for subsidy.

**Sarnia-Lambton:** For families that require subsidy please contact 519-344-2062 to inquire if you are eligible for subsidy.

**Windsor-Essex:** For families that require subsidy please contact 519-255-5200 to inquire if you are eligible for subsidy.

**Subsidy is intended to be while you are at work or school.** Should you falsify your child's attendance and you are **NOT** at work or school this will be reported to your Subsidy Case Worker and Tilbury Tots Early Learning Centre could bill you our full rate. It is the parent's responsibility to inform their Subsidy Case Worker immediately if any changes in employment, living arrangements and school or work schedules occurs.

### INVOICES

You will be invoiced for the dates and hours that are indicated on your child's submitted calendar and/or your shared space contract. 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.

### SICK LEAVE/ ABSENCE/ VACATION DAYS

**Vacation:** Three (3) weeks per calendar year (Jan-Dec) will not be charged to parents for vacation time. Vacation time used above the three (3) weeks will be billed accordingly. Parents that begin in July (July-December) will be entitled to one-week vacation. Vacation time used must be taken in one-week blocks. Weeks NOT counted in family's allotment of vacation time are as follows:

1. March Break
2. Two (2) Weeks at Christmas/New Year

### **Sick Days/Absences:**

Sick day credits will be given to children/families who are not able to attend childcare for consecutive days due to illness. If a child is absent for 1 day due to a change in schedule, cancellation, "home day" etc., NO credits will be given.

### **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 you are subsidized family paying monthly, it must be paid by the 15<sup>th</sup> 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/ren will be unable to attend until payment has been received in full. Any family having difficulty meeting the payment deadline should approach the Financial Coordinator in advance to arrange other payment terms.

### **PAYMENT METHODS**

Current payment methods include:

- Cash
- Cheque
- E-transfer
- Debit (Main Site St. Joseph School location ONLY)

Post Dated cheques are encouraged and can be left at the main office. Please make all payable cheques to Tilbury Tots Early Learning Centre or TTELC

## **Payment Options**

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

1. Weekly- \$100.00
2. Bi-Weekly \$200.00
3. Monthly- \$400.00 must be paid by the 15<sup>th</sup> of the current month

## **NSF Cheques**

If a cheque cannot be cashed due to non-sufficient funds, there will be a \$32.00 charge. Parents who have repeatedly submitted cheques that cannot be cashed due to non-sufficient funds may 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 in. Fees are subject to review on a yearly basis and can be increased with one month notice to families.

## **Tax Receipts**

Tax receipts will be distributed in January for the previous year for income tax purposes. A \$20.00 administration fee will be billed to families requesting another copy of the receipts. Your account must be paid in full prior to receiving your income tax receipts.

## **Letters/Extra Documents**

Any letter or documents requested from Tilbury Tots Early Learning Centre will be subjected to a \$20.00 administration fee.

## **Late Pick up Charge**

Failure to exit the Tilbury Tots Early Learning Centre at the site-specific closure 5:30pm or 6:00pm, 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 Tilbury Tots Early Learning Centre staff. Any family with a record of being late three (3) or more times may be required to withdraw their child/ren 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.

1. Please ensure that you update your information to the office or your Site Supervisor as often as necessary.
2. If you know that you will be out town for a day and not at your regular contact number (s), please let your site know the best number to be reached at.

## **BOOKING YOUR CHILD**

**Sporadic or Varied Schedule-** Must submit a weekly/monthly calendar. Calendars can be submitted online 24/7 at [www.tilburytots.com](http://www.tilburytots.com) .Please indicate your drop off time and your pick-up time. All childcare hours and changes must be submitted to Tilbury Tots Early Learning Centre no later than NOON on Wednesday for the following week.

**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 if you do need to change your schedule.

*It is important to note that:* 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. We strongly suggest you request an email confirmation email of your calendar submission.

### **Late Calendar Submissions**

#### **Booking your child(ren) AFTER Noon on Wednesday for the following week**

1. 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 complete.
2. To ensure your child(ren) will be able to attend the hours requested on your late calendar submission, you will be required to call your child care location.

## **DAILY ATTENDANCE**

### **How to call your child(ren) Absent for the Day**

- Please call your child's site by 9:30 am if your child(ren) will be late or absent for the day.

### **How to call your child(ren) out Sick for the Day**

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 and their program room
- Your child's symptoms
- If your child is being taken to the doctors- please advise us of their diagnosis.

We regularly monitor the health of all children.

### **ARRIVAL AND DEPARTURES/ 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(ren) to their classroom(s). 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 child exits with you.

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 are required to sign your child in and out every day using the sign in/sign out binder located in your child's classroom.

### **Pick Up Authorization**

Your child will only be released to those individuals listed on your child's Pick-up Authorization List. This list can be updated at any time with your Site Supervisor or the front office at Main Site. If you haven't been able to update this form due to a last-minute change in your schedule, please personally call your child's site to authorize the release of your child to an individual not on your child's Pick-Up Authorization List. If a staff member is not familiar with an individual sent to pick up your child, the staff will require the individual picking up to present photo Identification before the child will be released. Please ensure that the person picking up has their ID on them. Staff will never release a child from our centre to anyone under the age of 18.

Those who attend our afterschool program please ensure that it is written in your child's school agenda whether your 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.

## **Custody Situations**

According to the law, both parents have equal access to their child(ren) and any information we have about their child(ren). Staff can only deny access to a child(ren) 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**

Child care services can be withdrawn for failure by the child(ren)'s parents to comply with Tilbury Tots Early Learning Centre Policies and Procedures including but not limited to:

1. Repeated late pick up of child(ren)
2. Failure to pay child care fee's
3. Uncontrollable behaviour situations

**If your child(ren) has not attended the program for 2 weeks, Tilbury Tots Early Learning Centre will contact your family to determine if care is still required. If care is no longer required, Tilbury Tots Early Learning Centre will proceed with your two-weeks 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 services is required prior to the ending date of the child(ren) attendance. If sufficient notice is not given, payment for the corresponding period is required. However, Tilbury Tots Early Learning Centre has the right to terminate its services immediately if, in Tilbury Tots Early Learning Centre's sole discretion, the circumstances warrant such action.**

## **POLICIES PROMOTING CHILDREN'S HEALTH**

Prior to your child(ren)'s admission to Tilbury Tots Early Learning Centre, you must ensure that all forms regarding your child(ren)'s health are completed and up-to-date.

### **Medical Information**

To ensure that your child(ren) is safe while in program, it is essential that Tilbury Tots Early Learning Centre has up-to-date medical information about your child(ren) on file and readily available in the case of an emergency.

Before your child begins at Tilbury Tots Early Learning Centre, the following medical information must be completed in the Registration Package:

1. Emergency Information Sheet
2. Health Information

3. Immunization Records or a Statement of Medical Exemption Form or a Statement of Conscious or Religious Beliefs Form.
4. Allergy Information

### **High Risk and Medical Concern Policy- Individualized Plan for a Child with Medical Needs**

Upon registration, if any medical needs that require extra supports such as Anaphylaxis, Febrile Seizures, Seizures, Epilepsy, or other conditions that may need medical attention, the parents/guardian must establish an individual treatment protocol with Tilbury Tots Early Learning Centre. This protocol is reviewed annually with the family. Parents/Guardians must also advise Tilbury Tots Early Learning Centre if there are any changes to their child's treatment protocol. This treatment protocol is outlined on either an Individualized Plan for Child with Medical Needs or Individual Plan for Anaphylactic Shock. A copy of these treatment plan is kept always with the child and readily available to all persons in the child's classroom.

### **Medical Emergency Procedure**

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

1. All staff are trained to follow the Medical Emergency Procedure. You will be notified immediately.
2. Staff will provide initial First Aid/CPR (if required) and will determine if emergency services are required.
3. 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 and emergency information will go with them to the nearest hospital. You will be notified to go to the hospital.
4. The accompanying staff will stay with your child until you arrive, no matter how long it takes.
5. Any costs resulting from the transporting of a child by ambulance are the responsibility of the parents/guardians.

### **Anaphylaxis Policy**

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

To attend Tilbury Tots Early Learning Centre:

- The child must have an Individual Plan for Anaphylactic Shock
- The child must have their life saving medication with them at all times.
- The child's Individual Plan for Anaphylactic Shock must be reviewed annually and/or when changes occur.

## **Life Saving Medication Location**

Each room will have a specific location that all Life Saving Medication will be kept. Epi Pen's and lifesaving medication will never be locked up and will be readily available in case of emergency.

## **Responsibility for the Epi-Pen/Allergect**

### ***Staff:***

Responsibility for the Epi-Pen/ Allergect 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. If the Epi-Pen is shared between home and the childcare and does not come with the child at drop off, the child will be unable to stay in the care of Tilbury Tots Early Learning Centre.

### ***Parents:***

Parent's are to ensure that the Epi-Pen/Allergect does not go over the expiry date. It is the parent's responsibility to bring in the new Epi-Pen/Allergect prior to the expiry date. If an Epi-Pen/Allergect is expired, the child will not be able to stay in the care of Tilbury Tots Early Learning Centre.

## **Specific Symptoms: What to look for:**

Each child's symptoms and treatments are different. Please follow the child's Individual Anaphylaxis Plan.

## **Strategies to Reduce Risk**

The following strategies should be implemented to reduce the risk of a reaction:

- Establish safe eating procedures:
  - The anaphylaxis child should eat food that has been prepared specifically for him/her
  - No sharing or trading food or utensils
  - The child should sit near a teacher so food can be monitored
- Establish a hand washing routine before and after meals
- Ensure that tables and eating surfaces are cleaned before and after eating
- Kitchen staff should be instructed about measures necessary to prevent cross contamination during handling, preparation and serving of food.
- Teachers should be made aware of possible allergens present in everyday materials and art supplies
- Extra caution should be taken during off site outings to ensure avoidance of allergens

## **Location of Epinephrine EpiPen/Auto-Injector**

- EpiPen or Auto-injector will be kept in a secured area. At Tilbury Tots Early Learning Centre, the EpiPen/ auto-injectors are kept in a pencil case with EPI-PEN written in bold black lettering. It is the staff's responsibility to be aware of the location of the EpiPen bag that is kept in the room.
- Will be packed in a backpack and taken outside during scheduled designated outside time along with any type of emergency evacuation or planned off site excursions.
- An up-to-date supply of epinephrine EpiPen/ auto-injector, provided by the parents should be available in the child care centre at all times when the child is in attendance.

## **ILLNESS AND DAILY HEALTH CHECK POLICY**

Tilbury Tots Early Learning Centre 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.

Tilbury Tots Early Learning Centre 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 our centres, at all times we will follow 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 a variation 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 and to protect others from contagions. Such protection measures include exclusion from Tilbury Tots Early Learning Centre.

Daily Health Checks will be done on your child everyday upon 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. By examining the health of the children at the beginning of the day, it is often possible to identify signs and symptoms of illness in time to prevent the spread of infection. Our staff are not expected to diagnose illness, but to be sensitive to your child's symptoms. On occasion, our health checks may lead to a decision that your child is not well enough to participate in program activities. In case of any disagreement, the Tilbury Tots Early Learning Centre Supervisor or their Designate will make the final decision.

## **If Your Child Become Ill During the Day**

If your child becomes ill during the day, Tilbury Tots Early Learning Centre Staff will:

- Child will be made comfortable without administering medication
- Parent/Guardian will be called immediately and a decision will be made during that discussion as to whether your child can remain at Tilbury Tots Early Learning Centre.
- If we are unable to reach a parent or guardian, the child's emergency contact will be called.
- If symptoms suggest a contagious illness or your child is too ill to participate in regular programming, all observed symptoms and all relevant information will be recorded and your child's condition will be reported to the Site Supervisor immediately.
- 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 or diarrhea. If these symptoms occur, the following policies are implemented.

### **Policy- Excluding Sick Children from Tilbury Tots Early Learning Centre**

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 contagions, illnesses that may pose a risk to others must be diagnosed by your child's primary physician. Your child should be absent until the contagion is over as described by your physician or according to policies established by the local Public Health Unit. Tilbury Tots Early learning Centre must report all communicable diseases to the Public Health Unit and the information they provide will be posted.

When your child is ill, please notify Tilbury Tots Early Learning Centre immediately and provide details of the nature of your child's illness and the expected time of absence.

### **Policy- Children's Return to Care**

When your child has been excluded from care it is 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 Tilbury Tots Early Learning Centre ONLY when the child is feeling better and all the requirements of Tilbury Tots Early Learning Centre 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 37.8C/100.4F or higher.

At Tilbury Tots Early Learning Centre, if a child is suspected of having a fever, the staff will take your child's temperature. 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/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 to come immediately.

If your child has a fever of 37.8/100.4 or lower WITH symptoms and seems too ill to participate in regular programming, you will be contacted to come pick up. We will continue to monitor your child until you arrive.

If your child has a fever, we ask that you keep your child 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 Tilbury Tots Early Learning Centre.

Your child must be **24 Hours fever free without medication before they are allowed to return to our centre.**

### **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 Tilbury Tots Early Learning Centre for 24 hours. **They can return if they have been 24 hours without vomiting.**

### **Diarrhea Policy**

Diarrhea is any change from your child's normal solid or semi-solid stool to 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 program if there is only ONE (1) episode of diarrhea that has not contaminated the environment and there are no other signs of illness. If there are 3 bouts of diarrhea, or the first bout contaminated the environment, your child will be made comfortable and we will ask you to take your child home.

**Please keep your child home for 24 hours following the last bout of diarrhea.**

### **Outbreak Policy for Diarrhea and/or Vomiting**

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

### **Rash**

If your child has an unexplained rash or bumps, staff will call you to inform you or may ask you to come pick up your child. If your child is sent home, they may return to Tilbury Tots Early Learning Centre if a doctor determines that the rash is not contagious.

## **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 diagnosis explaining the cause of the infection, the time line of the contagion is complete and when they can return to care.

## **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 Tilbury Tots Early Learning Centre. You may also call Tilbury Tots Early Learning Centre at any time during working hours to obtain information pertaining to your child's illness.

## **Head Lice**

1. If staff is aware that head lice is present at the centre, they take special care to check with parents and observe the children carefully during their daily health checks.
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.
  - If evidence of head lice is found, you will be asked to treat the child before the child returns to Tilbury Tots Early Learning Centre.
  - When a child returns to Tilbury Tots Early Learning Centre 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 inquire with your Site Supervisor.

## **MEDICATION**

Medication is administered according to the written procedures in accordance with licensing requirements under the CCEYA.

### **Prescription Medication**

Prescription medication can be administered to children at Tilbury Tots Early Learning Centre with the proper authorized Medication Form that must be completed when medication is brought into the Centre. To help at drop off, the Medication Form can be found on the Tilbury Tots Early Learning Centre Website under "Download" for you to print and fill out prior to drop off. **Staff will only administer prescription medication**

**prescribed by a Physician. The prescription must have the dose, frequency of administration, storage instructions, start date and where appropriate the end date and the expiry date if applicable. Tilbury Tots Early Learning Centre will not administer a dosage higher or more frequent than the dosage recommended by the Physician.**

All prescription medications are placed in a locked container in the classroom if they are not required to be refrigerated. If the prescription medication requires to be refrigerated, they will be kept in a locked box in the fridge.

Tilbury Tots Early Learning Centre will not administer prescription medication to any child who attends our before and after school program. School Aged children who are in program during school breaks or during the summer program full day attendance who require medication to be dispensed will be permitted to bring a prescription medication.

If your child has been ill and is returning to program, they have to be on their **new medication for 24 hours before they return. This will give you the parent/guardian the time to observe the child's response to the medication and ensure that there is no allergic reaction to the medication given.** This policy is set in place for the safe guarding of the child who is ill as well as the other children in our care.

### **Non-Prescription Medication**

Must be provided in the original container, it will only be administered when parents complete the Appendix B: Authorization for Non-Prescription Skin Product in the Child Registration Package. Will include:

-Sunscreen, Diaper Cream/Ointment, Lip Balm, Hand Sanitizer, Insect Repellent, Lotions

### **For the Health and Safety of Others**

#### **Nut Awareness Policy**

Tilbury Tots Early Learning Centre is a Nut Aware Program. Peanut Butter, other nuts, and any products containing nuts are not allowed in the Tilbury Tots Early Learning Centre programs at any time. Children and adults with potentially life-threatening allergies attend our programs.

Please do not feed your child nuts or nut products before bringing your child to Tilbury Tots Early Learning Centre. The chemical element of a peanut or peanut product may remain on your child's breath and hands and could cause an anaphylactic allergic reaction in someone who is highly sensitive.

#### **Scent Free**

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. Exposures to some odors can cause a wide range of health effects.

In respect and consideration of others, please refrain from wearing any perfumed products in all Tilbury Tots Early Learning Centre's locations. Such products include scented hairsprays, soaps, scented fabric softener and laundry detergent, cologne, perfume or scented sunscreen. Tilbury Tots Early Learning Centre appreciates everyone's understanding.

### **Policies Related to Children's Routines**

Your child should arrive to Tilbury Tots Early Learning Centre dressed to play. Please ensure that your child is dressed in comfortable casual, every day clothing so that they may be able to enjoy their day to the fullest.

### **Daily Schedule**

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

### **Rest Time**

Under the guidelines of the CCEYA, children in Toddler, Preschool and Kindergarten groups are allowed to sleep, rest or engage in quiet activities based on the child's needs.

### **Outdoor Play**

- Under the CCEYA, all children, infant to preschool are required to participate in outdoor play for a minimum of two (2) hours per day, one (1) hour in the morning and one (1) hour in the afternoon (weather permitting). Children attending school are required to participate in 30 minutes per day (weather permitting). If your child is attending a PA DAY, they will be required to participate in a minimum of two (2) hours per day (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: snow pants, winter coat, hat, mittens in the winter.

### **Handwashing**

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 Tilbury Tots Early Learning Centre for children and staff. Children wash their hands at the following times:

1. Upon arrival
2. Before and after eating a meal or snack
3. Before and after diapering/toileting
4. After coughing, sneezing and blowing their nose

5. Before coming indoors from playing on the playground.
6. Before and after sensory play and messy play like painting or playdough.

### **Outdoor Environment**

Children play outside daily at Tilbury Tots Early Learning Centre except when weather restrictions apply. Regularly through the day, staff will monitor the temperature and forecasts provided by the local weather station.

It is the policy of Tilbury Tots Early Learning Centre 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 maintenance inspections. Annual maintenance inspections are carried out by a Certified Playground Inspector and/or a Maintenance Supervisor.

### **Indoor Play**

- All playrooms are checked daily to ensure that toys and equipment are safe for the children. The classrooms are set up to ensure freedom of movement and safety.
- Toys are disinfected and rotated throughout the day.

### **Loose Parts**

Loose parts are materials in which children are able to manipulate and create endless possibilities. Staff use loose parts that inspire your child to use their imagination, curiosity and creativity on their own terms in their own unique way. Loose parts are open-ended, allowing staff to encourage your child to experience problem solving skills and explorations that occur naturally.

The staff at Tilbury Tots Early Learning Centre choose loose parts that allow your child to move, carry, combine, redesign, line up and take apart and put back together in multiple ways. Our staff will encourage and give your child the ability to use loose parts alone or combine with other materials.

Tilbury Tots Early Learning Centre staff play an important role in preparing, guiding and documenting the experiences your child encounters with loose parts.

All loose parts are inspected and appropriate to the age of the children in the program room.

### **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 through a message on Fastoche. 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 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.

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 preschool room.

### **Daily Classroom Documentation**

In compliance with requirements under the Child Care Early Years Act, staff will post documentation to Fastoche to showcase the learning that goes on throughout the day. Having this open communication extends your child's learning beyond Tilbury Tots Early Learning Centre.

### **Accident Reports**

Accident reports are filled out and sent to parents/guardians electronically through our parent communication software, Fastoche.

Employees are to ensure the accident report is filled out completely and digitally signed by the employee filling out the report.

Following the completion of the accident report, it will be sent to the parent/guardian via the text message or email option. This allows the parent to view and digitally sign the accident report for our records and is automatically saved on Fastoche for future reference.

Should a family not have an email address or cell phone number, or would prefer a paper copy, please let the office know to print two copies from Fastoche; one for the parent to keep and one for our records. Ensure Tilbury Tots Early Learning Centre retains the signed paper copy any time you have to print a paper copy.

Employees are also required to document accident reports in daily log notes.

Supervisors are required to review accident reports on Fastoche 2-3 times per week to ensure parents have signed them. Supervisors will re-send to parents if they notice any unsigned accident reports in the system. If a parent still has not signed after sending it a second time, a paper copy will be printed for them to sign for our records.

### **Behaviour Reports**

There are 5 steps to behavior reporting. Each incident will be documented on Fastoche and digitally sent to families via text or email for them to review and sign. The behaviour will also be discussed with the parent/guardian over the phone or at pick up. All behaviour reports are stored securely in Fastoche for our records.

Should a family not have an email address or cell phone number, or would prefer a paper copy, please let the office know to print two copies from Fastoche; one for the parent to keep and one for our records. Ensure Tilbury Tots Early Learning Centre retains the signed paper copy any time a paper copy is printed.

Employees are also required to document behaviour incidents in daily log notes.

5 steps for behaviour reporting:

1. Behaviour Report- Describes the incident
2. Individual Support Plan- Will be implemented if the behaviour is ongoing.
3. Further Actions Required- Meeting with parents/guardians
4. Behaviour Management Contract- Specific agreement with parents/guardians
5. Termination of child care space

### **Call Log**

The Call Log feature in Fastoche will be used by Tilbury Tots Early Learning Centre employees to document any conversations with parents/guardians regarding child illnesses, accident reports, behaviour reports etc.

This allows our staff to keep accurate records and easily identify any regularly occurring situations.

### **Activities that Occur off Premises**

Occasionally the staff of Tilbury Tots Early Learning Centre plan and implement activities that may take the children off site. Permission is given in your registration package. Parents will be given detailed information regarding time of departure from the centre, time of arrival and return 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(ren)'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 receive in the Parent Package. 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 a sheet for their cot or crib. 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 weekly or as necessary.

## **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 be Tilbury Tots Early Learning Centre:

**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

## **Privacy**

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 at Tilbury Tots Early Learning Centre 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 Tilbury Tots Early Learning Centre**

### **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 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 hazard 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 the children who attend Tilbury Tots Early Learning Centre.

## **Plastic Bags**

All plastic bags should be kept out of reach of the 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 and 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 that you wish to discuss at greater length, a meeting between staff, the Supervisor and you can be arranged at a mutually convenient time.

We use several formats to share news and events from Tilbury Tots Early Learning Centre as a way to keep in touch with our families. These formats include: Facebook, monthly newsletters, emails and Fastoche documentations throughout your child's day.

At admission, parents will be given the option to consent on having their children's pictures 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 main site office or your Site Supervisor.

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

Discretion is an important component of confidentiality. When possible, discussions should be held in private. Private conversations also respect your child's right to privacy because other parents cannot overhear information. At times, it is important to respect the feelings of children when discussing their behaviour with other RECE's 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 5:00, 5:30pm or 6:00pm, 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 the 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 Tilbury Tots Early Learning Centre's parking area for pick up and drop off ONLY.

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

## **PRIVACY AND PERSONAL INFORMATION**

### **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 parent/guardians, address, children's date of birth, health history, developmental history, emergency contacts and authorized persons for pick up of children. Additional Personal Information may be collected by Tilbury Tots Early Learning Centre 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/speech therapy, behavioural, physiotherapy, occupational therapy or developmental support. Personal information collected by us will only be shared with third parties whether with your consent or in accordance with applicable legislation. A copy of referral documentation will be provided to you.

## **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 of Tilbury Tots Early Learning Centre only with your consent EXCEPT in the following situations:

1. Reporting a child in need to protection to Family and Children's Services
2. Reporting a Serious Occurrence to the Ministry of Education
3. 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 ensure children less than 12 months old are placed to sleep in a manner that is consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends another way in writing. A copy of the statement can be provided to parents to read from your childcare 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. Current medical and scientific evidence, explains SIDS as a multifactorial disorder arising from a combination of genetic, metabolic, and environmental factors. 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). 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. 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. 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. 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. 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. Factors associated with unsafe sleeping environments include infants sharing a sleeping surface with an adult or another child, 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. Infants who normally sleep on their backs and are then placed to sleep on their stomachs are at a particularly high risk. 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. 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*. **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. The more a woman smokes during pregnancy, the higher the risk of SIDS. 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. It is estimated that one third of all SIDS deaths could be prevented if maternal smoking was eliminated. 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. **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. 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. Overheating is a risk factor for SIDS. 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. 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. 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. 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. Sharing a sleeping surface with an infant also increases the risk of entrapment, overheating, overlying, and suffocation. 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.

#### **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. 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%. Successful breastfeeding is not dependent on sharing a sleeping surface. 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. Pacifiers appear to provide a protective effect for SIDS. No solid evidence demonstrates that pacifier use impairs breastfeeding, however delaying the introduction of a pacifier is best left until breastfeeding is well established. 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](http://www.publichealth.gc.ca/safesleep)

Health Canada: [www.healthycanadians.gc.ca/kids](http://www.healthycanadians.gc.ca/kids)

Canadian Paediatric Society: [www.cps.ca](http://www.cps.ca)

Canadian Foundation for the Study of Infant Deaths: [www.sidscanada.org](http://www.sidscanada.org)

Canadian Institute of Child Health: [www.cich.ca](http://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. Tilbury Tots Early Learning Centre 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 time.

Food is prepared by a Tilbury Tots Early Learning Centre kitchen staff, in a Tilbury Tots Early Learning Centre kitchen, daily. All children receive a morning snack, lunch and an afternoon snack. There is also an open snack and water available to the children throughout the day. The staff will sit and eat with the children to model enjoyment of food and the appropriate table manners. A four (4) week menu is posted along with any changes to the menu.

A nutritious weekly menu is developed in consultation with the Canada's Food Guide for Young Children. 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.

Parents of children under 18 months are required to supply food and drink for the day if their child is unable to eat 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.

### **Dietary Restrictions**

Parents may wish to make special dietary and feeding arrangements with Tilbury Tots Early Learning Centre regarding food/drink to meet the individual nutritional needs of their child. This may include an arrangement where because of allergies or very specific dietary restrictions parents choose to provide meals and/or snacks for their child or the parent supplements the meals and snacks provided by Tilbury Tots Early Learning Centre.

Where a child requires special food/and or feeding arrangements at meal times and/or snack times, it is important that the expectation and responsibilities of both Tilbury Tots Early Learning Centre and the parents 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 records. The child is observed to be fed according to the written instructions.

Parents will be made aware that Tilbury Tots Early Learning Centre is a nut aware environment and that there will be no peanuts, tree nuts, or products that may contain nuts brought into our centre.

### **SERIOUS OCCURRENCES**

Serious Occurrence means;

1. The death of a child who receives care at a premise of Tilbury Tots Early Learning Centre whether it occurs on or off the premises
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at the premise.
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a premise.
4. An incident where a child who is receiving child care from Tilbury Tots Early Learning Centre goes missing or is temporarily unsupervised.

5. An unplanned disruption (fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other emergency relocation or a temporary closure) of Tilbury Tots Early Learning Centre premise that poses a risk to the health, safety or well being of children receiving child care at our centre.

### **Intent**

Tilbury Tots Early Learning Centre 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.

Tilbury Tots Early Learning Centre 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 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.
- Serious Occurrence Policy will be followed at each Tilbury Tots Early Learning Centre.
- Within 24 hours of becoming aware of the serious occurrence the Director or Supervisor must report to the Ministry through the CCLS.
- If the Director or Supervisor cannot access the CCLS, they must notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in the 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
- Tilbury Tots Early Learning Centre will review the Serious Occurrence with staff, 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 the Child Care Centre: Tilbury Tots Early Learning Centre

Date Policy and Procedure 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, Tilbury Tots Early Learning Centre and staff to use when parents/guardians bring forward issues/concerns.

## **Definitions**

*Licensee:* Tilbury Tots Early Learning Centre is licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates

*Staff:* Individual employed by Tilbury Tots Early Learning Centre

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

All issues and concerns raised by a parent/guardian are taken seriously by Tilbury Tots Early Learning Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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 parent/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 all 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 the Children's Aid Society).

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><b>Program Room-Related</b></p> <p>E.g.: Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc.</p>	<p><b>Raise the issue or concern to:</b></p> <p>The classroom staff directly</p>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it was raised.</li> <li>• Arrange for a meeting with the parent/guardian within 48 business hours (not including weekends)</li> </ul>
<p><b>General/Centre or Operational Related</b></p>	<p><b>Raise the issue or concern to:</b></p> <p>Brigitte L – Finance Coordinator – <a href="mailto:ttelclang@gmail.com">ttelclang@gmail.com</a></p>	<p><b>Document the issue/concern in details-should include:</b></p>
<p><b>Staff, Supervisor- and/or Licensee- Related</b></p>	<p><b>Raise the issue or concern to:</b></p> <ul style="list-style-type: none"> <li>• The individual directly</li> <li>• The TTELC Supervisor or their Designate.</li> <li>• All issues or concerns about the conduct of the staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as the parent/guardian become aware of the situation.</li> </ul>	<ul style="list-style-type: none"> <li>• The date and time the issue/concern was received</li> <li>• The name of the person who received the issue/concern</li> <li>• The name of the person reporting the issue/concern</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Student/Volunteer Related</b></p>	<p><b>Raise the issue or concern to:</b></p> <ul style="list-style-type: none"> <li>• Staff responsible for supervising the volunteer or student</li> <li>• Tilbury Tots Early Learning Centre Site Supervisor</li> </ul> <p>All issues or concerns about the conduct of student and/or volunteer that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parent/guardian become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person is being notified is unable to address the matter. Ensure the investigation of the issues/concerns 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/guardian who raised the issue/concern.</p>

<p><b>Any allegations of abuse by a staff member or volunteer/person are 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 Director</b></p>	<p>Parent and or Guardian will report the incident to the Site Supervisor explaining who was affected, what happen, when and where.</p> <p>The parent and/or guardian, the Site Supervisor and the Director of child care will review and discuss the written documentation of the suspected abuse or neglect incident and put measures into place for the health, safety and the well-being of the child.</p>	<p>Site Supervisor and the Director 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.</p> <p>A serious occurrence must be submitted within 24 hours of becoming aware of the suspected abuse or neglect. Must be reported through the CCLS.</p>
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## Escalation of issues or Concerns:

Where parent/guardian 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 Tilbury Tots Early Learning Centre Board Members: [ttelcboard@gmail.com](mailto:ttelcboard@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., Public Health 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.

Title	Name	Phone Number	Email
Director of Child Care	Jody Bernier	519-682-0804	<a href="mailto:tilburtots@gmail.com">tilburtots@gmail.com</a>
Site Manager	Judy Myers	519-682-0804	<a href="mailto:ttelcjudy@hotmail.ca">ttelcjudy@hotmail.ca</a>
Supervisor Pain Court Hub	Lisa Russell	519-351-3111	<a href="mailto:ttelcrussell@hotmail.com">ttelcrussell@hotmail.com</a>
Supervisor St. Marie	Nathalie Ouellette	519-354-5580	<a href="mailto:ttelcstmarie9@gmail.com">ttelcstmarie9@gmail.com</a>
Supervisor Wheatley	Vanessa Rice	226-248-0351	<a href="mailto:ttelcwheatley@gmail.com">ttelcwheatley@gmail.com</a>
Supervisor- Tilbury Area Public School	Jennifer Verkaik	226-627-2097	<a href="mailto:ttelctaps5@gmail.com">ttelctaps5@gmail.com</a>
Supervisor- Merlin Area Public School	Jennifer Verkaik	519-689-7027	<a href="mailto:ttelcmerlin@hotmail.com">ttelcmerlin@hotmail.com</a>
Supervisor- Ecole St. Francis	Jennifer Verkaik	226-626-9127	<a href="mailto:ttelcstfrancis@gmail.com">ttelcstfrancis@gmail.com</a>
Supervisor- Sarnia	Brianne Alleyne	519-542-3406	<a href="mailto:ttelcsarnia@hotmail.com">ttelcsarnia@hotmail.com</a>
Financial Coordinator	Brigitte Lang	519-682-0804	<a href="mailto:ttelclang@gmail.com">ttelclang@gmail.com</a>
Assistant Financial Coordinator	Kristin Lang	519-682-0804	<a href="mailto:ttelcklang@gmail.com">ttelcklang@gmail.com</a>
Human Resource Coordinator	Renée Regnier	519-682-0804	<a href="mailto:ttelcrenee@gmail.com">ttelcrenee@gmail.com</a>
Office Administration	Lisa Miller	519-682-0804	<a href="mailto:ttelclisam@gmail.com">ttelclisam@gmail.com</a>
Ministry of Education Help Desk		1-877-510-5333	<a href="mailto:Childcare_ontario@ontario.ca">Childcare_ontario@ontario.ca</a>

## Concerns About the Suspected Abuse or Neglect of a Child

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

If a parent/guardian expresses concern that a child is being abused or neglected, the parent will be advised to contact the Local Children’s Aid Society (CAS).

Person's 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 further information: visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

## **CONDUCT/HARASSMENT**

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

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 Tilbury Tots Early Learning Centre.

## **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 prohibits tobacco and medical cannabis and the use of electronic cigarettes in licensed child care centres.

No smoking signage will be posted at all entrances and exits and we will assure that there are no ashtrays or similar equipment at the child care centres.

### **Schools**

You cannot smoke or vape in any public or private school's

- Indoor space

- Outdoor grounds, including playgrounds and sports fields
- Public areas within 20 metres of the school's grounds

**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 Learning Centre as seamlessly as possible. We are excited to have you join our Tilbury Tots Family and look forward to providing your child(ren) with the opportunity to grow and learn in an environment that is safe and nurturing.