

Tilbury Tots Early Learning Centre
Parent Handbook

(Subject to change, this is a living document)
Revised November 16, 2023



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 of Education 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. 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.

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 and learn to respect themselves. We are committed to always seeking ways to improve our services to meet the needs of the families in our communities. Our personalized childcare is focused on safety and nurturing the unique identities and personalities of all children.

Pedagogical Approach

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.

Program Statement

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

Early Learning Centre believes in supporting children to be competent, capable, curious and rich in potential. All staff will provide a nurturing environment to encourage children's learning and development.

All employees, support staff, students and volunteers will review and discuss the implementation of the program statement, goals and implementations prior to the start of employment, support work or volunteering. This will be reviewed annually or when changes have been made. Employees, support staff, volunteers and students have the opportunity to review the changes made and sign off that they acknowledge the changes. A record of each review will be kept in a secured location for up to three (3) years.

GOALS AND APPROACHES

#1 To Promote the health, safety, nutrition and well-being of the children

- Self serves when appropriate
- Menu meets Canada Food Guide with a four (4) week menu rotation with seasonal changes two (2) times per year.
- Complete daily health checks
- Illness tracking log
- Ensure allergy lists are posted
- Ensure anaphylactic plans are posted
- Infant to complete infant personal schedule prior to enrollment
- Monitor sleep checks
- Report/document accident/incident reports
- Ensure playground safety
- Welcome families/students with personal greetings upon drop off and pick up. Inquire at this time about child's health, mood or special events. Support transition if needed.
- Educators track attendance by noting time of arrival and departure.
- Educators make contact with parent at the end of the day. Noting if someone unfamiliar is picking up, educators are asking for photo ID and confirming with parent by phone if authorized to pick up.

#2 To support positive and responsive interactions among the children, parents, child care providers.

- Communication with families and staff peers while developing ways to remain positive and encouraging.
- Parents are invited to view documentation posted within the classroom
- Social media (Facebook, Instagram/ Fastoche) to keep parents informed of any changes, upcoming events and learning stories.
- Daily feedback of the children's day/progress through Fastoche or upon pick up.
- Educators to actively listen to the children and respond in a positive way. Support children to self-regulate and assist with working through and developing new skills.
- Support parents by answering questions about child development (ex. potty learning or providing resources).

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

- Label, teach feelings and identify self calming activities they can support themselves.

- Educators talk to children about their feelings, right and wrong and other concepts in developing self-regulation.
- Observe and provide prompts when they are becoming upset, along with self awareness that they are upset.
- Educators listen to child/ren, allowing them to express themselves and ask reflecting questions.
- Bring in “cuddles” or “special blanket” if needed to help them feel calm and safe.
- Acknowledge children’s efforts- focusing on the positives.
- Communicate effectively with children- on their level, eye contact and using probs with a gentle tone.
- When child/ren are upset- encourage deep breathing to support self regulation (walking, jumping, stomping, tight hug to help)
- Quiet area as a calm down space

#4 Foster the children’s exploration, play and inquiry.

- Educators offer opportunities for group time.
- Educators offer open ended materials that children can manipulate
- Materials will be changed/added depending on the classroom interests.

#5 Provide child-initiated adult supported experiences

- Allow for the children’s interest(s) to change
- Offer provocation for children to explore and engage
- Experiences should be valued and should include their perspective
- Offer opportunities for child lead activities/play

#6 Plan for and create positive learning and development will be supported

- Plan and create positive learning environments
- Staff have a supportive role
- Children are valued as individuals and are viewed as competent and capable
- Observations are documented and used in the classroom
- Development will be supported and inclusive of all children including children with ISP’s.
- To incorporate indoor and outdoor play, active play, rest and quiet time into their day and give consideration to individual needs of the child/ren.

#7 Incorporate indoor and outdoor play as well as active play, rest and quiet time into the day, while consideration is given to the individual needs of the children receiving childcare.

- Schedule is flexible with time devoted to child, play based.
- 2 hours of outdoor time (weather permitting). During inclement weather gross motor activities are offered.
- Outdoor time is not just for running games, educators to take out curriculum with science, literacy and more.
- Multiple play centres are visible and always available to children.
- Educators are engaged with children in activities, asking questions and hearing ideas
- Child not tired during rest period, they are offered quiet activities to explore while other sleep.
- Open ended material/loose parts available for children to manipulate.

#8 Foster the engagement of an ongoing communication with parents about the program and their children.

- Provide support to parents- answering questions about child development, potty training or providing resources.
- Educators are respectful to parent's goals
- Educators respectful when sharing incident/accident reports or any other information about child/ren and or daily progress.
- Educators make an effort to get to know all families and children on their own individual level and needs.

#9 Involve local community partners and allow these partners to support the children, their families and staff

- Additional staff from outside resource agencies (Chatham Treatment Centre, Links) who help provide additional support
- College students who are actively involved in the childcare program to complete placement within out classrooms
- Educators invite special community helpers within out community into our program (Police Officer, Firefighter)

#10 Support staff, or others who interact with the children at a childcare centre in relation to continuous professional learning

- Each room has a tablet that Educators use to research and investigate topics with the children.
- Each room is given additional time and support for prep to get curriculum materials made or collected.
- At times families may see a leader/supervisor observing, monitoring or coaching.
- Annual Ministry of Education visits to each centre to licence the Tilbury Tots Early Learning Centre program. Ministry Program Advisor will also observe and coach staff.
- Educators are encouraged to complete professional development workshops annually (workshops/webinar, staff meetings).
- Educators are to continue and complete CPL annually.

#11 Document and review the impact of the strategies set out in the clauses (a) to (j) on the children and their families.

- Program Statement is a living document that will be updated and changed regularly.
- Staff will review goals and approaches and share observation annually.
- Age and stages questionnaires (ASQ's)
- Parent surveys

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. 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.

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. 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.

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
- Linck
- 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

Linck

Linck is a respected asset to the community of Chatham-Kent that provides a diverse number of resources to parents of children with extra needs. Tilbury Tots Early Learning Centre works in collaboration with Linck to

ensure that children with extra needs are supported within our daily program. Tilbury Tots Early Learning Centre staff may request the assistance and guidance from a Linck 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.

Chatham Children's Treatment Centre

The Chatham Children's Treatment Centre supports children, families and staff members with programs such as speech therapy, behavioural consultations, physiotherapy and occupational therapy.

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

Supervisors will conduct classroom observations, document and review the impact of the strategies in regards to children and families. Supervisors will meet with each staff one on one to set and review goals. The Program Statement will be reviewed by staff and management to make changes. All proposed changes will be presented to the Board of Directors for final approval.

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 NOP2L0	Infant to School Age (Infant to 12 years)	6:00 AM to 5:30 PM	519-682-0804
TTELC @ Wheatley Area Public School	226 Erie Street Wheatley NOP2P0	Infant to School Age (Infant to 12 years)	6:00 AM to 5:30 PM	226-248-0351
Garderie Petit Pas @ École Secondaire de Pain Court- Hub	14 Notre Dame, Pain Court NOP1Z0	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 NOP2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 5:45 PM	226-626-9127
TTELC @ Tilbury Area Public School	5 Mable Street, Tilbury NOP2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 5:30 PM	226-627-2097
TTELC @ Merlin Area Public School	21148 Erie Street, Merlin NOP1W0	Family Grouping Infant- School Age	6:00 AM to 5:30 PM	519-689-7027
Garderie Petit Pas @École Ste. Marie	90 Dale Drive, Chatham N7L0B2	Toddler to School Age (18 months to 7 Years)	6:30 AM to 5:30 PM	519-354-5580

HOLIDAYS AND CLOSURES

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

August Civic Holiday- Week Shut Down

Each year Tilbury Tots Early Learning Centre will be CLOSED the week of the Civic Holiday in 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.

Easter Monday

The decision to be open or closed on Easter Monday will be determined based on the number of children requiring care for the day. This may differ from year to year.

Remembrance Day

LINCK observes Remembrance Day on November 11 each year. Children who are supported by Linck will be unable to attend childcare on this day.

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) 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.

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:

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

Windsor-Essex

To be added to the Tilbury Tots Early Learning Centre waitlist, please visit 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

Placing a Child on The Waitlist

The Licensee or designate will place children from the wait list into the program room by chronological order based on the date and time that the request was received.

Placement Priority

When a spot becomes available in the program, priority will be given to:

- Children who are currently enrolled and need to move to the next age grouping. Supervisors will forecast these movements.
- Siblings of currently enrolled children. They must be placed on the waitlist in order to be officially placed in a program room.
- Fulltime care takes precedence over PT requests. A shared Space Agreement will be signed for all PT requests.
- Staff currently employed with Tilbury Tots Early Learning centre who require care for their children will have priority. All staff children must be placed on the One HSN waitlist to be officially placed in a program room.
- Special considerations will be given to personnel from the Lambton District School Board, the St. Clair Catholic School Board and the CSC Providence. Children must be put on the waitlist in order to be officially placed in the program.

Once these children have been placed, other children on the wait list will be prioritized based on program room availability and the order in which the child was placed on the wait list.

Offer

- 1) Parents of children on the wait list will be notified via an e-mail and/or a phone call that a space has become available in the requested program.
- 2) Parents will be provided a time line of 3 days in which a response is required before the next child on the waitlist will be offered the space.
 - First point of contact will be an email/phone call
 - Second point of contact will be a phone call
 - Third point of contact will be a second phone call
- 3) Where a parent has not responded within the given time frame, the Supervisor will contact the parent of the next child on the waitlist to offer them the space.
- 4) 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.

In the instance that a parent makes contact with Tilbury Tots Early Learning Centre after the 3-day timeline set out above has expired attempting to accept the spot offer, Tilbury Tots Early Learning Centre will advise the parent to re-activate their child on the waitlist with a new start date. The wait list process re-starts.

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.

Wait List Inquiries

The Site Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the wait list.

The Site Supervisor will respond to parent inquiries and provide the child's current position on the wait list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

The waitlist will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waitlist will be provided to parents. At no point will Tilbury Tots Early Learning Centre share waitlist information to a third party.

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. You will be directed to either print out registrations forms from our website or drop into the closest centre to pick up a registration package. These registration papers must be return to the centre before your child's first day in order for our staff to prepare for the child's arrival.

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

- Tilbury Tots Early Learning Centre family grouping will only register children who are 12 months of age to 12 years of age.
- Tilbury Tots Early Learning Centre will provide care for no more that 6 children under the age of 24 months.
- 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.

TILBURY TOTS EARLY LEARNING CENTRE
RATES EFFECTIVE JULY 3, 2023 FOR ALL AGE GROUPS

All Tilbury Tots Early Learning Centre is registered

with CWELCC

Age Group	Pay Code		Base Rate as of March 27, 2022	Discount Amount @ 52.75% January 3, 2023	NEW PARENT RATE Effective July 3, 2023
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BASED FEE - THIS FEE ENCOMPASSES - DAILY CARE, LUNCH AND 2 SNACKS

Children Under the Age of 6 Years

Infant	FULL DAY (4 days minimum)	12.5 Hours Per Day	\$ 67.25	-\$ 35.47	\$ 31.78
Infant	FULL DAY (4 days minimum)	11.5 Hours Per Day	\$ 59.60	-\$ 31.44	\$ 28.16
Infant	FULL DAY (4 days minimum)	10.5 Hours Per Day	\$ 51.95	-\$ 27.40	\$ 24.55
Infant	FULL DAY (4 days minimum)	Up to 9.5 Hours Per Day	\$ 44.30	-\$ 23.37	\$ 20.93

Toddler	FULL DAY	12.5 Hours Per Day	\$ 63.10	-\$ 33.29	\$ 29.81
Toddler	FULL DAY	11.5 Hours Per Day	\$ 55.45	-\$ 29.25	\$ 26.20
Toddler	FULL DAY	10.5 Hours Per Day	\$ 47.80	-\$ 25.21	\$ 22.59
Toddler	FULL DAY	Up to 9.5 Hours Per Day	\$ 40.15	-\$ 21.18	\$ 18.97

Toddler	HALF DAY	Up to 4.5 Hours Per Day	\$ 29.35	-\$ 15.48	\$ 13.87
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Preschool	FULL DAY	12.5 Hours Per Day	\$ 61.05	-\$ 32.20	\$ 28.85
Preschool	FULL DAY	11.5 Hours Per Day	\$ 53.40	-\$ 28.17	\$ 25.23
Preschool	FULL DAY	10.5 Hours Per Day	\$ 45.75	-\$ 24.13	\$ 21.62
Preschool	FULL DAY	Up to 9.5 Hours Per Day	\$ 38.10	-\$ 20.10	\$ 18.00

Preschool	HALF DAY	Up to 4.5 Hours Per Day	\$ 28.35	-\$ 14.95	\$ 13.40
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Preschool to JK	HOURLY BEFORE AND OR AFTER	One Hour Before and or One Hour After	n/a	\$ -	n/a
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SK and Grade 1	HOURLY BEFORE AND OR AFTER	One Hour Before and or One Hour After	\$ 7.65	\$ -	\$ 7.65
Under 6 years	ONE SESSION BEFORE SCHOOL	More Than One Hour Before School	\$ 13.80	-\$ 1.80	\$ 12.00
Under 6 years	ONE SESSION AFTER SCHOOL	More Than One Hour After School	\$ 13.80	-\$ 1.80	\$ 12.00
Under 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day	\$ 18.05	-\$ 6.05	\$ 12.00

Under 6 years	School Age FULL DAY	12.5 Hours Per Day	\$ 59.00	-\$ 31.12	\$ 27.88
Under 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 51.35	-\$ 27.09	\$ 24.26

Under 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 43.70	-\$ 23.05	\$ 20.65
Under 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 36.05	-\$ 19.02	\$ 17.03

Preschool to JK	School Age HALF DAY	Up to 4.5 Hours Per Day	n/a	\$ -	n/a
SK and Grade 1	School Age HALF DAY	Up to 4.5 Hours Per Day	\$ 26.50	-\$ 13.98	\$ 12.52

Children Over the Age of 6 Years

TTELC @ MERLIN, ST FRANCIS LOCATION

OVER 6 YEARS - BASED FEE - THIS FEE ENCOMPASSES - DAILY CARE, LUNCH AND 2 SNACKS
LUNCH WILL BE PROVIDED FOR CHILDREN OVER 6 YEARS - FOR SUMMER, PA DAYS AND MARCH BREAK

ALL OTHER TTELC LOCATIONS (ST JOSEPH, WHEATLEY, TAPS, STE MARIE)

OVER 6 YEARS - BASED FEE - THIS FEE ENCOMPASSES - DAILY CARE, NO LUNCH AND 2 SNACKS
LUNCH IS NOT PROVIDED FOR CHILDREN OVER 6 YEARS - FOR SUMMER, PA DAYS AND MARCH BREAK - AT A DISCOUNTED RATE

All Sites

Over 6 years	ONE SESSION BEFORE SCHOOL	More Than One Hour Before School			\$ 13.80
Over 6 years	ONE SESSION AFTER SCHOOL	More Than One Hour After School			\$ 13.80
Over 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day			\$ 18.05

Merlin & St Francis - Lunch Provided - All other sites NO LUNCH

Over 6 years	School Age FULL DAY	12.5 Hours Per Day	\$ 59.00		\$ 54.00
Over 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 51.35		\$ 46.35
Over 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 43.70		\$ 38.70
Over 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 36.05		\$ 31.05

NON BASE FEES

	N.S.F. Charges				\$ 35.00
	Admin Fees				\$ 25.00
	Late Pick Up Fees	Late pick up (Depending on the time your site closes)			\$10.00 (Per Child for every 10 minutes) - Paid directly to staff

TOURS

Infant Only	Tour Visit	1 Hour Free With Parent/Guardian	9:00am		
Infant Only	1st Registration Trial Visit	2 Hours Free With No Parent/Guardian	9:00am		
Infant Only	2nd Registration Trial Visit	6 Hours Free With No Parent/Guardian	9:00am		

Childcare Rates: Rates subject to change with one (1) month notice

Preference is given to children registered as full time

For part time and flex time care clients T.T.E.L.C. will attempt to accommodate schedules by sharing spaces

TTELC will inform part time or 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.

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 Set Schedule Contract. **There will be NO credits given for cancellations, missed or absent days.** 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.

Effective September 1, 2023 all monthly invoices are required to be paid in full by the 20th of the current month. Unfortunately, should full payment of your current monthly invoice not be received by the 20th childcare will be suspended until full payment of your current monthly balance is received. We will not adjust billing for any unattended days due to non-payment.

SICK LEAVE/ ABSENCE/ VACATION DAYS/ NO CALL NO SHOW

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 the family's allotment of vacation time are as follows:

1. March Break
2. Two (2) Weeks at Christmas/New Year
3. August Shut down

Sick Days/Absences: There will be no credits given for sick days. Exceptions are as stated below:

Communicable Diseases

Dr's note must be provided stating that your child has/had a communicable disease and when they are clear to return to childcare.

List of Communicable Diseases is posted under "Resources".

Surgery

If your child is having surgery that will require an extended recovery time, please provide a Medical Note that states your child's recovery time and when they are cleared to return to the program. Credits will be given for sick days, once a Medical Note has been provided.

No Call No Show: Tilbury Tots Early Learning Centre expects to be notified by the parents if your child is not attending for the day or will be late. If your child fails to show up within an hour of their scheduled time and we haven't heard from you, we are assuming you are not attending for the day. **You will be billed for the full day.**

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 15th of the current month. All accounts, regardless of the payment option are required to be paid in FULL by the 20th 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	
E-transfer	Debit (Main Site St. Joseph School Only)

Effective January 1, 2024, Tilbury Tots Early Learning Centre will no longer be accepting cheques as a form of payment.

NSF Cheques

If a cheque cannot be cashed due to non-sufficient funds, there will be a \$35.00 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 \$25.00 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 \$25.00 administration fee.

Late Pick up Charge

Failure to exit the Tilbury Tots Early Learning Centre at the site-specific closure 5:30pm or 5:45pm, 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.

Withdrawal of Care

Two weeks written notice is required prior to the final date of the child's attendance. If notice is not given, fees will be required in lieu of notice. A Withdrawal Form can be requested from the front office at Main Site or available to print off Tilbury Tots Early Learning Centre website found under "Downloads". Please submit to your Site Supervisor.

BOOKING YOUR CHILD

Sporadic or Varied Hours- Must submit a weekly/monthly calendar. Calendars can be submitted online 24/7 at www.tilburytots.com. Please indicate your drop off time and your pick-up time on the calendar. 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 Schedules

Set Schedule Families- will be scheduled according to your Set Schedule 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 of your calendar submission.

Removing Days

All changes to the child(ren) set schedule will require 2 weeks written notice. A new set schedule must be submitted to your site supervisor.

Adding or Changing Days

Any additional days added or changes made to the set schedule must be requested 2 weeks prior to the start date of the changes and approval must be given by the Site Supervisor. Additional or changed days are not guaranteed.

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 communicated to the school 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.

Anaphylaxis Policy

If an individual is identified as at risk, has an Epi-Pen or Allerject 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.

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

PLEASE SEE: Policy- Excluding Sick Children from Tilbury Tots Early Learning Centre for further details in regards to excluding a child who has had an anaphylactic emergency.

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.

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. 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 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. 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.

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 has a fever of 37.8/100.4 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.

Return to Care: 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.

Exclusion: Children who have vomited are excluded from program until they have been symptom free for **48 hrs.**

Return to care: They can return if they have been **48 hours without vomiting.** If upon the child's return to childcare the child vomits, they will be sent home after the first incident.

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.

Exclusion: A child who has been sent home for diarrhea are excluded from program until they have been symptom free for **48 hrs.**

Return to Care: They can return if they have been 48 hours without having diarrhea. If upon their return to childcare the child has one bout of diarrhea, the child will be sent home after the first incident.

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".

Anaphylactic Emergency

After the administration of an Epi-Pen or Allerject to a child who attends Tilbury Tots Early Learning Centre, whether it was administered to a child in program or at home, the child will not be permitted to return to program for 48hrs. This extra time at home will give the parent/guardian the opportunity to ensure that the child has a higher level of individual care and attention after the medical emergency.

Surgery

If a child has any type of surgery/anesthesia (major and/or minor) booked and/or surgery procedure already completed (tubes in ears, tonsils, appendicitis etc), child will be excluded from childcare for a period of at least 24hrs and or until child is well enough to participate in the childcares daily programming.

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.

Common Illnesses and Exclusion Recommendations

Disease	Exclusion Requirements
Chicken Pox	Exclude until lesions are dry and crusted over (usually 5 days after rash onset)
Impetigo	Exclude until 24 hours after the start of appropriate antibiotics treatment and feeling well enough to take part in activities.
Influenza	Excluded until fever free for 24 hours and well enough to take part in activities
Pink Eye (Conjunctivitis)	Excluded until seen by a healthcare provider <u>Bacterial pinkeye</u> - Excluded until 24 hours after the start of a prescribed treatment <u>Viral pinkeye</u> - Return to childcare with approval of healthcare provider
Strep Throat	Excluded until 24 hours after the start of appropriate antibiotic treatment and are feeling well enough to take part in activities
Whooping Cough	Excluded until 5 days after the start of treatment or three weeks from onset of “whooping” cough if no treatment is given.
Hand, Foot and Mouth	Exclude: Until child is well enough to participate in program and any open sores are dry and crusted over.
Rash	Exclude: Until Doctor has determined that the rash is not contagious and any open sores are dry and crusted over. Doctors note required to ensure child has been seen and is clear.
Infection/Discharge (Redness, discharge or swelling of eyes, nose, or skin)	Exclude: Until child has been diagnosed by a doctor. An explanation will be requested for the cause of the redness or discharge and the timeline of the contagion is complete.

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.

Insulin

At no time will staff of Tilbury Tots Early Learning Centre administer insulin to a child for diabetic purposes.

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.

Before and After School

Tilbury Tots Early Learning Centre will not administer prescription medication to any child who attends our before and after school program.

School Age 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.

Returning to Childcare

If your child has been ill and is returning to program, they have to be on their **medication for 24 hours before they can 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.

Example: Johnny was picked up from daycare not feeling well on Monday at 9:30am and was brought to the doctors for an assessment. Johnny was diagnosed with an ear infection and prescribed an antibiotic. Johnny is not permitted back into the program until Wednesday at his regular scheduled time.

IMMUNIZATIONS

0-12 months

After an immunization, infants will not be permitted to attend child care for 24hrs following immunizations. This is to give you the parent/guardian the time to observe your child's response to the immunization and ensure there are no reactions to the immunization. Upon return staff will closely monitor the child for swelling/redness or discomfort. Parent will be called for pick up if any symptoms are observed.

Toddler/Preschool/ School Age

Tilbury Tots Early Learning Centre staff will closely monitor the child and site of immunization for any swelling/redness/fever etc. and will keep parents updated. Any indication of fever or discomfort the parent will be called to pick up.

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 as 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. In respect and consideration of others, please refrain from wearing any perfumed products in all Tilbury Tots Early Learning Centre's locations. 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/Toddler/ 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).
- **School Age-** Children attending school are required to participate in 30 minutes per day (weather permitting). If you 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:

Upon arrival	Before and after eating a meal or snack	Before and after diapering, toileting
Before coming indoors from playing on the playground.	Before and after sensory play and messy play like painting or playdough.	After coughing, sneezing and blowing their nose

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

Diapering and Toilet Learning

Diapering: 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.

Cloth Diapers: Will only be used in the infant and toddler rooms. Parents of children entering the Preschool room who utilize cloth diapers will be asked to switch over to disposable diapers.

Toilet Learning: When it is evident that your child is entering the stage of development to be ready for toilet learning, your child's teacher will discuss with you how we can carry out learning together. It is less confusing for the child if expectations at home and at child care are similar. Since toilet learning is unique for each child, we do not have a standard plan for assisting children.

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. The digital copy can be viewed and signed by the parent.

Should a family not have an email address or cell phone number, or would prefer a paper copy, please let the Site Supervisor 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.

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 classroom teacher know.

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- Field Trips

Occasionally the staff of Tilbury Tots Early Learning Centre plan and implement activities that may take the children off site. This could be for walk through the neighbourhood, a nature hunt or a visit to the local fire department etc. Permission is signed off 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.

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.

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.

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.

Plastic Bags

All plastic bags should be kept out of reach of the children in the cubby area. 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. Discretion is an important component of confidentiality. When possible, discussions should be held in private.

Tilbury Tots Early Learning Centre uses several formats to share news and events with our families. These formats include: Facebook, emails and Fastoche.

Parents will be given the option to consent to having their children's pictures shared on social media from time to time.

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.

FAILURE TO PICK UP

If a child is not picked up at the end of the day, by 5:30pm or 5:45pm, 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. 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 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.

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. 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. Special needs and dietary accommodations can be met if prior arrangements are made. Each case is considered on an individual basis.

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.

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. 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 to be fed according to the written instructions.

Parents of children with special dietary restrictions that provide their child with their meal/snacks during their day at daycare are requested to follow the Tilbury Tots Early Learning Centre menu as closely as possible to ensure that all children are being served a similar meal/snack. Please speak with your site supervisor to request a current menu. All parent provided items must be labelled clearly with the child's name.

It is recommended that parent provided meals/snacks meet the nutritional requirements set out in the Canada’s Food Guides and adhere to Tilbury Tots Early Learning Centre’s nut aware environment which states that there will be no peanut, tree nuts or products that may contain nuts brought into our centre.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

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.

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
Program Room-Related E.g.: Schedule, sleep arrangements, toilet	Raise the issue or concern to: The classroom staff directly	<ul style="list-style-type: none"> Address the issue/concern at the time it was raised.

<p>training, indoor/outdoor program activities, feeding arrangements etc.</p>		<ul style="list-style-type: none"> • Arrange for a meeting with the parent/guardian within 48 business hours (not including weekends)
<p>General/Centre or Operational Related</p>	<p>Raise the issue or concern to: Brigitte L – Finance Coordinator – ttelclang@gmail.com</p>	<p>Document the issue/concern in details-should include:</p> <ul style="list-style-type: none"> • The date and time the issue/concern was received
<p>Staff, Supervisor-and/or Licensee-Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • The individual directly • The TTELC Supervisor or their Designate. • 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. 	<ul style="list-style-type: none"> • The name of the person who received the issue/concern • The name of the person reporting the issue/concern • The details of the issue/concern; and • Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Student/Volunteer Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • Staff responsible for supervising the volunteer or student • Tilbury Tots Early Learning Centre Site Supervisor <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. Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</p>
<p>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</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>

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

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	tilburytots@gmail.com
Assistant Director of Child Care	Vanessa Rice	519-682-0804	ttelcvanessa@gmail.com
Site Manager	Judy Myers	519-682-0804	ttelcjudy@hotmail.ca
Supervisor Pain Court Hub	Melanie Morris	519-351-3111	ttelchub@gmail.com
Supervisor- St. Marie	Nathalie Ouellette	519-354-5580	ttelcstmarie9@gmail.com
Supervisor- Wheatley	Jodee Truskey	226-248-0351	ttelcwheatley@gmail.com
Supervisor- Tilbury Area Public School	Lisa Russell	226-627-2097	ttelctaps5@gmail.com
Supervisor- Merlin Area Public School	Patty Schram	519-689-7027	ttelcmerlin@hotmail.com
Supervisor- Ecole St. Francis	Jennifer Verkaik	226-626-9127	ttelcstfrancis@gmail.com
Financial Coordinator	Brigitte Lang	519-682-0804	ttelclang@gmail.com
Assistant Financial Coordinator	Cristina Martizon	519-682-0804	ttelctina@gmail.com
Human Resource Coordinator	Renée Regnier	519-682-0804	ttelcrenee@gmail.com
Office Administration	Lisa Miller	519-682-0804	ttelclisam@gmail.com
Ministry of Education Help Desk		1-877-510-5333	Childcare_ontario@ontario.ca

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/childrensaidthereportingabuse/index.aspx>

CONDUCT/HARASSMENT

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. Tilbury Tots Early Learning Centre reserves the right to terminate services of any families who demonstrate any form of violence, harassing or discriminatory behavior as it is a zero-tolerance.

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.